

REQUEST FOR PROPOSALS
FOR
STATEWIDE MASTER SERVICE AGREEMENT
FOR
NETWORK MAINTENANCE AND TECHNICAL SERVICES

RFP MSA 55401

Re-release Date: September 25, 2007

Conducted By:

STATE OF CALIFORNIA
PROCUREMENT DIVISION
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TABLE OF CONTENTS

Section I - INTRODUCTION AND OVERVIEW OF REQUIREMENTS

- A. PURPOSE OF THIS REQUEST FOR PROPOSALS
- B. SCOPE OF THE RFP AND BIDDER ADMONISHMENT
- C. MASTER SERVICES AGREEMENT TERM
- D. DEPARTMENT OFFICIAL
- E. KEY ACTION DATES
- F. POSTING OF QUESTIONS AND ANSWERS
- G. INTENTION TO BID
- H. PROCUREMENT DIVISION ADA POLICY
- Exhibit I-A, LETTER OF INTENT TO BID (Form)
- Exhibit I-B, BIDDERS FINAL PROPOSAL CHECKLIST
- Exhibit I-C, CONFIDENTIALITY STATEMENT (Form)

Section II - RULES GOVERNING COMPETITION

- A. IDENTIFICATION AND CLASSIFICATION OF RFP REQUIREMENTS
 - 1. Requirements
 - 2. Desirable Items
- B. BIDDING REQUIREMENTS AND CONDITIONS
 - 1. General
 - 2. RFP Documents
 - 3. Examination Of The Work
 - 4. Questions Regarding The RFP
 - 5. Supplier's Intention to Submit a Bid
 - 6. Addenda
 - 7. Bonds
 - 8. Discounts
 - 9. Joint Bids
 - 10. Fair Employment And Housing Commission Regulations
 - 11. Follow-On Contracts
 - 12. Disclosure of Financial Interests
 - 13. Consultant Services Contract Provision
- C. BIDDING STEPS
 - 1. General
 - 2. First Phase – Draft Bid
 - a. Draft Bid Review
 - b. Confidential Discussions
 - 3. Final Phase
 - 4. Confidentiality
 - 5. Submission of Final Proposals
 - a. Preparation
 - b. Bidders Cost
 - c. Completion of Proposals and Bids
 - d. False or Misleading Statements
 - e. Signature of Bid
 - f. Delivery of Proposals and Bids
 - g. Withdrawal and Re-submission/Modification of Proposals and Bids
 - 6. Rejection of Bids
 - 7. Evaluation and Selection Process
 - a. General
 - b. Evaluation Questions

- c. Errors in the Final Bid
 - 8. Negotiations
 - 9. Award of Contract
 - 10. Debriefing
 - D. CONTRACTUAL INFORMATION
 - 1. Contract Form
 - 2. Term of Contract
 - E. OTHER INFORMATION
 - 1. Protests
 - 2. News Releases
 - 3. Disposition of Proposals and Bids
 - 4. Contacts for Information
- Exhibit II-A, COMPETITIVE BIDDING AND BID RESPONSIVENESS

Section III - CURRENT SYSTEM

- A. BACKGROUND
 - 1. Department of Technology Services (DTS)
 - 2. State Agency Networks
 - B. NETWORK EQUIPMENT AND LOCATIONS
- Exhibit III-A, GENERAL EQUIPMENT LOCATIONS

Section IV - PROPOSED SYSTEM (NOT APPLICABLE)

Section V - ADMINISTRATIVE REQUIREMENTS

- A. INTRODUCTION
- B. BIDDER RESPONSIBILITY
- C. CONFIDENTIALITY
- D. SPECIAL MAINTENANCE REQUIREMENTS
 - 1. Maintenance Options
 - 2. Equipment Not Listed
- E. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION REQUIREMENT
 - 1. Documentation of Disabled Veteran Business Enterprise Program Requirements (STD. 840)
 - 2. Disabled Veteran Business Enterprise Declarations (STD. 843)
 - 3. Bidder Declaration Form – (GSPD 05-105)
 - 4. Disabled Veteran Business Enterprise (DVBE) Incentive Requirement
- F. TARGET AREA CONTRACT PREFERENCE (TACPA)
- G. ENTERPRISE ZONE ACT (EZA)
- H. LOCAL AGENCY MILITARY BASE RECOVERY ACT (LAMBRA)
- I. CERTIFICATION TO DO BUSINESS IN THE STATE OF CALIFORNIA
- J. OTHER ADMINISTRATIVE REQUIREMENTS
 - 1. Provision to Amend Contract
 - 2. Subcontractors
 - 3. New Equipment
 - 4. Payee Data Record
 - 5. Small Business Preference
- K. SUBCONTRACTORS
- L. APPLICABILITY OF PROVISIONS
- M. CONTRACTOR'S STATEMENT OF WORK
- N. REPORTING REQUIREMENTS
- O. AD HOC REPORTS
- P. INSURANCE REQUIREMENTS
 - 1. Liability

2. Workers' Compensation
Exhibit V-A, SMALL BUSINESS CERTIFICATION

Section VI - TECHNICAL REQUIREMENT

- A. OVERVIEW
- B. GENERAL REQUIREMENTS

Section VII – COST

- A. INTRODUCTION
 - B. COST DEFINITIONS
 - 1. Continuing Costs
 - 2. One Time Costs
 - 3. Option Definitions
 - C. PRICE ESCALATIONS AND DECLINES
 - D. COST TABLE INSTRUCTIONS
- Exhibit VII-A, COST TABLE
Exhibit VII-B, EQUIPMENT LIST

Section VIII - PROPOSAL AND BID FORMAT

- A. INTRODUCTION
 - B. FORMAT OF PROPOSALS
 - C. COVER LETTER
 - D. ADMINISTRATIVE RESPONSE
 - 1. Intent to Bid
 - 2. Completed STD 213
 - 3. Exhibits
 - 4. Secretary of State Certificate
 - 5. Contractor History and Client Reference
 - 6. Payee Data Record
 - 7. Certificate of Insurance
 - 8. MSRP
 - 9. Small Business Certification
 - 10. Disabled Veteran Business Enterprise Declaration
 - E. TECHNICAL RESPONSE
 - F. COST DATA
 - G. FORMS LIST
- Exhibit VIII-A – CONTRACTOR HISTORY AND CLIENT REFERENCE

Section IX - EVALUATION

- A. RECEIPT
- B. EVALUATION OF DRAFT BIDS
- C. EVALUATION OF FINAL BIDS
 - 1. Bid Opening and Validation Check
 - 2. Validation against Requirements
 - 3. Cost Analysis
 - 4. Customer Reference Evaluation
 - 5. Selection
 - 6. Confidentiality
 - 7. Evaluation Criteria
 - 8. Evaluation Scoring
 - 9. Disabled Veteran Business Enterprise (DVBE) Incentive Use
 - 10. Small Business/Micro Business Preference

Appendix A – CONTRACT

Exhibit A – Statement of Work (SOW)

Exhibit B – General Provisions

Information Technology Provisions

Exhibit C – Additional Provisions

SECTION I

INTRODUCTION AND OVERVIEW OF REQUIREMENTS

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

The purpose of this Request For Proposals (hereafter called the RFP) is to solicit qualified suppliers from which the Department of Technology Services (DTS) data centers and other State and local agencies may procure Network Equipment Maintenance and Technical Services on a Master Services Agreement (MSA).

DTS data centers and State agency networks are comprised of primarily Cisco equipment and ADC Kentrox DSU/CSUs. Equipment is installed in various locations throughout the State of California. The equipment list provided in Section VII, Exhibit VII-B gives an example of the manufacture and quantities of equipment currently installed in agency networks. Bidders shall be required to offer bids for Cisco SMARTnet service with various maintenance level options.

B. SCOPE OF THE RFP AND BIDDER ADMONISHMENT

This RFP is being conducted under the policies developed by the Department of Finance and procedures developed by the Department of General Services as provided under Public Contract Code Section 12102 et seq.

Responses to this RFP will be evaluated based on best value and awards, if made, will be to those responsive and responsible bidders meeting the requirements of this RFP per the evaluation criteria established herein. The Master Services Agreement resulting from this RFP will result in a firm price contract.

This RFP contains the instructions governing the requirements for a firm quotation to be submitted by interested bidders. The format in which bid information is to be submitted and the material to be included therein follows. This RFP also addresses the requirements that bidders must meet to be eligible for consideration, as well as addressing bidders' responsibilities.

IF A BIDDER EXPECTS TO BE AFFORDED THE BENEFITS OF THE STEPS INCLUDED IN THIS RFP, THE BIDDER MUST TAKE THE RESPONSIBILITY TO:

- CAREFULLY READ THE ENTIRE RFP;

RFP -55401

- IF CLARIFICATION IS NECESSARY, ASK APPROPRIATE QUESTIONS IN A TIMELY MANNER
- SUBMIT ALL REQUIRED RESPONSES, COMPLETE TO THE BEST OF BIDDERS ABILITY, BY THE REQUIRED DATES AND TIMES;
- MAKE SURE THAT ALL PROCEDURES AND REQUIREMENTS OF THE RFP ARE ACCURATELY FOLLOWED AND APPROPRIATELY ADDRESSED; AND
- CAREFULLY REREAD THE ENTIRE RFP BEFORE SUBMITTING EACH BID.

C. MASTER SERVICES AGREEMENT TERM

Any Master Services Agreement resulting from this RFP will have an initial term of three (3) years with an option of two (2) individual one (1)-year extensions.

D. DEPARTMENT OFFICIAL

The Department Official and the mailing address to send bids, questions or copies of protests is:

Joyce Griffin
Procurement Division
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

916-375-4576 (Telephone)
916-375-4663 (Fax)
joyce.griffin@dgs.ca.gov (email)

E. KEY ACTION DATES

Listed below are the important actions and dates and times by which the actions must be taken or completed. If the State finds it necessary to change any of these dates, it will be accomplished via an addendum to this RFP. **ALL DATES AFTER THE FINAL PROPOSAL SUBMISSION DEADLINE ARE APPROXIMATE AND MAY BE ADJUSTED AS CONDITIONS INDICATE, WITHOUT ADDENDUM TO THIS RFP.**

RFP -55401

<u>ACTION</u>	<u>DATE/TIME</u>
1. Re-release of RFP	9/25/07
2. Last day to submit questions for clarification of RFP for posted questions and answers	10/04/07
3. Posting of Questions and Answers	10/11/07
4. Submission of Final Proposals*** (by 3:00 p.m.)	10/26/07
10. Public Cost Opening	10/31/07
11. Notification of Intent to Award	11/09/07
12. Last day to protest selection	11/16/07
13. Contract Award	12/07/07

Additional action dates may be inserted as needed.

***** BIDDERS: REVIEW BID SUBMISSION CHECKLIST
PRIOR TO SUBMITTING FINAL PROPOSAL**

F. POSTING OF QUESTIONS AND ANSWERS

In lieu of a Bidders Conference, the State will post answers to the submitted questions in a Questions and Answers Set by the date specified in the above Key Action Dates. Questions should be submitted in writing (e-mail accepted). Oral answers shall not be binding on the State.

G. INTENTION TO BID

Bidders that want to participate in the RFP steps must submit a notification of intention to bid on this RFP in accordance with Section II, Paragraph B.5., Bidder's Intention to Submit a Bid, to receive additional information. Only those Bidders acknowledging interest in this RFP will receive additional correspondence regarding this RFP. The letter should identify the contact person for the solicitation process, plus include a phone and fax number (see **EXHIBIT I-A**). There is to be only one (1) contact person during the process. Information related to a Bidder will only be given to the designated contact person. It shall be the Bidder's responsibility to immediately notify the State Department Official, in writing, regarding any revision to the information pertaining to the designated contact person. The State shall not be responsible for

proposal correspondence not received by the Bidder if the Bidder fails to notify the State, in writing, about any change pertaining to the designated contact person. The letter is to also identify the Bidder's intention related to contract language. See Exhibit I-A for more instructions on submitting proposed contract language changes.

H. PROCUREMENT DIVISION (STATE DEPARTMENT OF GENERAL SERVICES) AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE POLICY OF NONDISCRIMINATION ON THE BASIS OF DISABILITY

To meet and carry out compliance with the nondiscrimination requirements of Title II of the Americans with Disabilities Act (ADA), it is the policy of the Procurement Division (within the State Department of General Services) to make every effort to ensure that its programs, activities, employment opportunities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing reasonable accommodation to participate in the Procurement process, or for persons having questions regarding reasonable accommodation for the Procurement process, please contact the Procurement Division at (916) 445-2500 (main office); the Procurement Division TTY/TDD (telephone device for the deaf) and California Relay Service numbers are listed below. You may also contact directly the Procurement Division contact person that is handling this procurement.

IMPORTANT: TO ENSURE THAT WE CAN MEET YOUR ACCOMMODATION, IT IS BEST THAT WE RECEIVE YOUR REQUEST AT LEAST 10 WORKING DAYS BEFORE THE SCHEDULED EVENT (i.e., MEETING, CONFERENCE, WORKSHOP, etc.) OR DEADLINE DUE-DATE FOR PROCUREMENT DOCUMENTS.

The Procurement Division TTY telephone number is:
Sacramento Office: (916) 376-1891

The California Relay Service Telephone Numbers are:
Voice: 1-800-735-2922
TTY: 1-800-735-2929
Speech-to-Speech 1-800-854-7784

LETTER OF INTENT TO BID

Reference: NETWORK MAINTENANCE SERVICES, RFP MSA 55401

This is to notify you that it is our present intent to **{submit/*not submit}** information in response to the above referenced RFP. The individual to whom all information regarding this RFP should be transmitted is:

Name:

Address:

City, State, & Zip

Phone Number:

Fax Number:

We are enclosing, as requested, the following completed documents:

(A) Signed Confidentiality Statement

We concur with the proposed contract language as presented in the RFP.

***If declining to bid, please state reason(s) why:**

Sincerely,

Name (Signature)

Typed Name and Title

Company

(____)_____
Phone Number

(____)_____
Fax Number

BIDDER'S FINAL PROPOSAL CHECKLIST

- DOES YOUR FINAL PROPOSAL SUBMITTAL DOCUMENTATION FOLLOW THE FORMAT SPECIFIED IN SECTION VIII (PROPOSAL AND BID FORMAT) IN THE RFP?
 - ⇒ COVER LETTER WITH ORIGINAL SIGNATURE INCLUDED?
 - ⇒ LABELED FORMS AS IDENTIFIED AND IN THE SPECIFIED NUMBER OF COPIES?
 - ⇒ APPROPRIATE NUMBER OF SIGNED CUSTOMER REFERENCE FORMS ?
 - ⇒ COST DATA IS SEPARATELY SEALED AND IDENTIFIED AS "COSTS"?
 - ⇒ THE APPROPRIATE STATE DVBE (DISABLED VETERAN BUSINESS ENTERPRISE) FORMS AND ALL REQUIRED DOCUMENTATION ARE ATTACHED?
- IS THE CONTRACT IN YOUR FINAL PROPOSAL AND IN ORDER?
 - ⇒ CONTRACT SIGNED BY AN INDIVIDUAL AUTHORIZED TO BIND THE FIRM?
 - ⇒ HAVE ALL BLANK AREAS IN THE CONTRACT LANGUAGE BEEN COMPLETED?
 - ⇒ HAVE THE COSTS FOR ALL EQUIPMENT AND SERVICES BEING OFFERED IN THE FINAL PROPOSAL BEEN IDENTIFIED IN THE APPLICABLE EXHIBITS OF THE CONTRACT?
 - ⇒ HAVE THE CALCULATIONS FOR THE ABOVE COSTS BEEN CHECKED FOR ACCURACY?
 - ⇒ DO THE COSTS ENTERED ON THE COST SHEETS OF THE FINAL PROPOSAL SUBMITTAL CORRESPOND WITH THOSE COSTS IDENTIFIED IN THE CONTRACT EXHIBIT(S)?
- ARE THE BONDS AND OTHER SECURITY DOCUMENTS REQUIREMENT SATISFIED?
- IS THE CONTRACTOR LICENSE INFORMATION COMPLETED?

BIDDERS:

THE STATE MAKES NO WARRANTY THAT THE CHECKLIST IS A FULL COMPREHENSIVE LISTING OF EVERY REQUIREMENT SPECIFIED IN THE SOLICITATION. CHECKING OFF THE ITEMS ON THE CHECKLIST DOES NOT ESTABLISH YOUR FIRM'S INTENT NOR DOES IT CONSTITUTE RESPONSIVENESS TO THE REQUIREMENT(S). THE CHECKLIST IS ONLY A TOOL TO ASSIST PARTICIPATING BIDDERS IN COMPILING THEIR FINAL PROPOSAL RESPONSE. BIDDERS ARE ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION. THE NEED TO VERIFY ALL DOCUMENTATION AND RESPONSES PRIOR TO THE SUBMISSION OF FINAL PROPOSALS CANNOT BE OVER EMPHASIZED.

CONFIDENTIALITY STATEMENT

As an authorized representative and/or corporate officer of the company named below, I warrant my company and its employees will not disclose any documents, diagrams, information and information storage media made available to us by the State for the purpose of responding to ***RFP 55401 for NETWORK MAINTENANCE SERVICE*** or in conjunction with any contract arising there from. I warrant that only those employees who are authorized and required to use such materials will have access to them.

I further warrant that all materials provided by the State will be returned promptly after use and that all copies or derivations of the materials will be physically and/or electronically destroyed. I will include with the returned materials, a letter attesting to the complete return of materials, and documenting the destruction of copies and derivations. Failure to so comply will subject this company to liability, both criminal and civil, including all damages to the State and third parties. I authorize the State to inspect and verify the above.

I warrant that if my company is awarded the contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has an agreement with the State similar in nature to this one.

(Signature of Representative)
(Date)
(Typed Name of Representative)
(Typed Name of Company)

SECTION II

RULES GOVERNING COMPETITION

A. IDENTIFICATION AND CLASSIFICATION OF RFP REQUIREMENTS

1. Requirements

The State has established certain requirements with respect to bids to be submitted by prospective contractors. The use of "shall," "must," or "will" (except to indicate simple futurity) in the RFP indicates a requirement or condition from which a deviation if not material may be waived by the State. A deviation from a requirement is material if the deficient response is not in substantial accord with the RFP requirements, provides an advantage to one bidder over other bidders, or has a potentially significant effect on the delivery, quantity or quality of items bid, amount paid to the supplier, or on the cost to the State. Material deviations cannot be waived.

2. Desirable Items

The words "should" or "may" in the RFP indicate desirable attributes or conditions, but are non-mandatory in nature. Deviation from, or omission of, such a desirable feature, even if material, will not in itself cause rejection of the bid.

B. BIDDING REQUIREMENTS AND CONDITIONS

1. General

This RFP, the evaluation of responses, and the award of any resultant contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of goods and services by public bodies in the State of California. A bidder's Final Bid is an irrevocable offer for ninety (90) days following the scheduled date for contract award specified in Section I. A bidder may extend the offer in the event of a delay of contract award.

2. RFP Documents

This RFP includes, in addition to an explanation of the State's needs which must be met, instructions which prescribe the format and content of bids to be submitted and the model(s) of

RFP -55401

the contract(s) to be executed between the State and the successful bidder(s).

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the bidder shall immediately notify the State of such error in writing and request clarification or modification of the document. Modifications will be made by addenda.

The word "bid" as used throughout is intended to mean "proposed," "propose" or "proposal" as appropriate.

Modifications will be made by addenda issued pursuant to Paragraph B-7, Addenda, below. Such clarifications shall be given by written notice to all parties who have been furnished an RFP for bidding purposes, without divulging the source of the request for same. Insofar as practicable, the State will give such notices to other interested parties, but the State shall not be responsible therefore.

If the RFP contains an error known to the bidder, or an error that reasonably should have been known, the bidder shall bid at its own risk. If the bidder fails to notify the State of the error prior to the date fixed for submission of bids, and is awarded the contract, the bidder shall not be entitled to additional compensation or time by reason of the error or its later correction.

3. Examination of the Work

The bidder should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP or otherwise available to the bidder, and should become fully aware of the nature and location of the work, the quantities of the work, and the conditions to be encountered in performing the work. Specific conditions to be examined may be listed in the RFP Section V, ADMINISTRATIVE REQUIREMENTS.

4. Questions Regarding the RFP

Bidders requiring clarification of the intent or content of this RFP or on procedural matters regarding the competitive bid process may request clarification by submitting questions, with the envelope clearly marked "Questions Relating to RFP 55401-Network Maintenance Services" (using the RFP identification on the RFP title page), to the Department Official listed in

RFP -55401

Section I-D. To ensure a response, questions must be received in writing by the scheduled date(s) given in Section I. Question and answer sets will be provided to all bidders without identifying the submitters.

A bidder who desires clarification or further information on the content of the RFP, but whose questions relate to the proprietary aspect of that bidder's proposal and which, if disclosed to other bidders, would expose that bidder's proposal, may submit such questions in the same manner as above, but also marked "CONFIDENTIAL," and not later than the scheduled date specified in Section I to ensure a response. The bidder must explain why any questions are sensitive in nature. If the State concurs that the disclosure of the question or answer would expose the proprietary nature of the proposal, the question will be answered and both the question and answer will be kept in confidence. If the State does not concur with the proprietary aspect of the question, the question will not be answered in this manner and the bidder will be so notified.

If the bidder believes that one or more of the RFP requirements is onerous, unfair, or imposes unnecessary constraints to the bidder in proposing less costly or alternate solutions, the bidder may request a change to the RFP by submitting, in writing, the recommended change(s) and the facts substantiating this belief and reasons for making the recommended change. Such request must be submitted to the Department Official by the date specified in Section I for submitting a request for change. Oral answers shall not be binding on the State.

5. Supplier's Intention to Submit a Bid

Suppliers (bidders) who have been furnished a copy of the RFP for bidding purposes are asked to state their intention by the date specified in Section I, KEY ACTION DATES, with respect to submission of bids. Hereafter, for the purposes of the instructions of this RFP, all suppliers who have indicated their intent to submit a Final Bid are called bidders until such time that the bidder withdraws or other facts indicate that the bidder has become nonparticipating.

6. Addenda

The State may modify the RFP prior to the date fixed for submission of Final Bids by issuance of an addendum to all parties who are participating in the bidding process at the time the addendum is issued, unless the amendments are such as to

RFP -55401

offer the opportunity for nonparticipating suppliers to become participating, in which case the addendum will be sent to all parties receiving the RFP for bidding purposes. Addenda will be numbered consecutively. If any supplier determines that an addendum unnecessarily restricts its ability to bid, the supplier is allowed five (5) working days to submit a protest to the addendum according to the instructions contained in Paragraph E.1 of this section.

7. Bonds

The State reserves the right to require a faithful performance bond or other security document as specified in the RFP from the supplier in an amount not to exceed the amount of the contract. In the event a surety bond is required by the State which has not been expressly required by the specification, the State will reimburse the supplier, as an addition to the purchase price, in an amount not exceeding the standard premium on such bond.

8. Discounts

In connection with any discount offered, except when provision is made for a testing period preceding acceptance by the State, time will be computed from date of delivery of the supplies or equipment as specified, or from date correct invoices are received in the office specified by the State if the latter date is later than the date of delivery. When provision is made for a testing period preceding acceptance by the State, date of delivery shall mean the date the supplies or equipment are accepted by the State during the specified testing period. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the State warrant or check.

Cash discounts offered by bidders for the prompt payment of invoices will not be considered in evaluating offers for award purposes; however, all offered discounts will be taken if the payment is made within the discount period, even though not considered in the evaluation of offers.

9. Joint Bids

A joint bid (two or more bidders quoting jointly on one bid) may be submitted and each participating bidder must sign the joint bid. If the contract is awarded to joint bidders, it shall be one indivisible contract. Each joint bidder will be jointly and severally responsible for the performance of the entire contract, and the joint bidders must designate, in writing, one individual having authority to represent them in all matters relating to the

RFP -55401

contract. The State assumes no responsibility or obligation for the division of orders or purchases among the joint bidders.

10 Fair Employment and Housing Commission Regulations

The California Government Code Section 12990 requires all State contractors to have implemented a Nondiscrimination Program before entering into any contract with the State. The Department of Fair Employment and Housing (DFEH) randomly selects and reviews State contractors to ensure their compliance with the law. DFEH periodically disseminates a list of suppliers who have not complied. Any supplier so identified is ineligible to enter into any State contract.

11. Follow-on Contracts

In accordance with Public Contract Code 10365.5 (a), no person, firm, or subsidiary thereof who has been awarded a consulting services contract, or a contract which includes a consulting component, may be awarded a contract for the provision of services, delivery of goods or supplies, or any other related action which is required, suggested, or otherwise deemed appropriate as an end product of the consulting services contract. Therefore, any consultant who contracts with a State agency to develop formal recommendations for the acquisition of EDP products or services is precluded from contracting for any work recommended in the formal recommendations. (Formal recommendations include, among other things, feasibility studies.)

12. Disclosure of Financial Interests

Proposals in response to State procurements for assistance in preparation of feasibility studies or the development of recommendations for the acquisition of EDP products and services must disclose any financial interests (i.e., service contract, OEM agreements, remarketing agreements, etc.) that may foreseeably allow the individual or organization submitting the proposal to materially benefit from the State's adoption of a course of action recommended in the feasibility study or the acquisition recommendations. If, in the State's judgment, the financial interest will jeopardize the objectivity of the recommendations, the State may reject the proposal.

In addition, should a consultant establish or become aware of such a financial interest during the course of contract performance, the consultant must inform the State in writing within 10 working days. If, in the State's judgment, the newly-

RFP -55401

established financial interest will jeopardize the objectivity of the recommendations, the State shall have the option of terminating the contract.

Failure to disclose a relevant financial interest on the part of a consultant will be deemed grounds for termination of the contract with all associated costs to be borne by the consultant and, in addition, the consultant may be excluded from participating in the State's bid processes for a period of up to 360 calendar days in accordance with Public Contract Code Section 12102 (j).

13. Consultant Services Contract Provision

In accordance with Public Contract Code 10371 (e), "No consulting services contractor shall be awarded a contract totaling five thousand dollars (\$5,000) or more, unless the following applies:

The State agency has reviewed any contractor evaluation form on file with the department in accordance with Section 10369."

C. BIDDING STEPS

1. General

The procurement process to be used in this acquisition is composed of at least one phase of bid development. REFER TO SECTION I.E, KEY ACTION DATES, TO DETERMINE WHICH PHASES AND STEPS ARE INCLUDED IN THIS RFP. There is always a Final Phase. A description of these phases and their steps follows.

The Final Bid is a mandatory step for all bidders; all other steps are optional. However, all bidders are strongly encouraged to follow the scheduled steps of this procurement to increase the chance of submitting a compliant Final Bid. Cost submitted in any submission other than the Final Bid may preclude the bidder from continuing in the process.

2. First Phase – Draft Bid

The purpose of the Draft Bid is to provide the State with an "almost final" bid in order to identify any faulty administrative aspect of the bid which, if not corrected, could cause the Final Bid to be rejected for ministerial reasons.

RFP -55401

a. Draft Bid Review

The Draft Bid should correspond to submittals and agreements of the Final Bid and must be complete in every respect as required by the RFP section on PROPOSAL AND BID FORMAT, except cost. The inclusion of cost information in the Draft Bid may be a basis for rejecting the bid and notifying the bidder that further participation in the procurement is prohibited.

b. Confidential Discussions

REVIEW OF THE DRAFT BID BY THE STATE MAY INCLUDE CONFIDENTIAL DISCUSSIONS WITH INDIVIDUAL BIDDERS AND WILL PROVIDE FEEDBACK TO THE BIDDER PRIOR TO SUBMITTAL OF THE FINAL PROPOSAL. IF NO SUCH DISCUSSION STEP IS INCLUDED IN THE KEY ACTION DATES THEN THE REVIEW OF THE DRAFT BID DOES NOT INCLUDE ANY ASSESSMENT OF THE BID'S RESPONSIVENESS TO THE TECHNICAL REQUIREMENTS OF THE RFP. Regardless of the inclusion of a confidential discussion, the State will notify the bidder of any defects it has detected in the Draft Bid, or of the fact that it did not detect any such defects. Such notification is intended to minimize the risk that the Final Bid will be deemed defective; however, THE STATE WILL NOT PROVIDE ANY WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

If the State finds it necessary, the State may call for revised Draft Bid submittals, or portions thereof. The bidder will be notified of defects discovered in these submittals as well. Again THE STATE WILL NOT PROVIDE ANY WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

3. Final Phase

The purpose of the Final Phase is to obtain bids that are responsive in every respect.

The Final Bid must be complete, including all cost information, required signatures, contract language changes agreed to in writing and corrections to those defects noted by the State in its review of the Draft Bid. If required in the RFP section PROPOSAL AND BID FORMAT, cost data (as identified in the above

RFP -55401

referenced section) must be submitted under separate, sealed cover. CHANGES THAT APPEAR IN THE FINAL BID, OTHER THAN CORRECTION OF DEFECTS, INCREASE THE RISK THAT THE FINAL BID MAY BE FOUND DEFECTIVE.

4. Confidentiality

FINAL BIDS ARE PUBLIC UPON OPENING PURSUANT TO THE CALIFORNIA PUBLIC RECORDS ACT, CALIFORNIA GOVERNMENT CODE SECTION 6250 ET. SEQ.; HOWEVER, THE CONTENTS OF ALL PROPOSALS, DRAFT BIDS, CORRESPONDENCE, AGENDA, MEMORANDA, WORKING PAPERS, OR ANY OTHER MEDIUM WHICH DISCLOSES ANY ASPECT OF A BIDDER'S PROPOSAL SHALL BE HELD IN THE STRICTEST CONFIDENCE UNTIL NOTICE OF INTENT TO AWARD. BIDDERS SHOULD BE AWARE THAT MARKING A DOCUMENT "CONFIDENTIAL" OR "PROPRIETARY" IN A FINAL BID WILL NOT KEEP THAT DOCUMENT FROM BEING RELEASED AFTER NOTICE OF INTENT TO AWARD AS PART OF THE PUBLIC RECORD, UNLESS A COURT HAS ORDERED THE STATE NOT TO RELEASE THE DOCUMENT. THE CONTENT OF ALL WORKING PAPERS AND DISCUSSIONS RELATING TO THE BIDDER'S PROPOSAL SHALL BE HELD CONFIDENTIAL INDEFINITELY UNLESS THE PUBLIC INTEREST IS BEST SERVED BY AN ITEM'S DISCLOSURE BECAUSE OF ITS DIRECT PERTINENCE TO A DECISION, AGREEMENT OR THE EVALUATION OF THE BID. ANY DISCLOSURE OF CONFIDENTIAL STATE INFORMATION BY THE BIDDER IS A BASIS FOR REJECTING THE BIDDER'S PROPOSAL AND RULING THE BIDDER INELIGIBLE TO FURTHER PARTICIPATE. ANY DISCLOSURE OF CONFIDENTIAL INFORMATION BY A STATE EMPLOYEE IS A BASIS FOR DISCIPLINARY ACTION, INCLUDING DISMISSAL FROM STATE EMPLOYMENT, AS PROVIDED BY GOVERNMENT CODE SECTION 19570 ET SEQ. TOTAL CONFIDENTIALITY IS PARAMOUNT; IT CANNOT BE OVER EMPHASIZED.

5. Submission of Proposals and Bids

The instructions contained herein apply to the Final Bid. They also apply to the Draft Bid, except as noted.

a. Preparation

Proposals and bids are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. EMPHASIS SHOULD BE CONCENTRATED ON CONFORMANCE TO THE RFP

RFP -55401

INSTRUCTIONS, RESPONSIVENESS TO THE RFP REQUIREMENTS, AND ON COMPLETENESS AND CLARITY OF CONTENT.

As stated above, the State's review of Draft Bids is cursory. Therefore, bidders are cautioned to not rely on the State, during these reviews, to discover and report to the bidders all defects and errors in the submitted documents. Before submitting each document, the bidder should carefully proof it for errors and adherence to the RFP requirements.

b. Bidder's Cost

Costs for developing proposals and bids are the responsibility entirely of the bidder and shall not be chargeable to the State.

c. Completion of Proposals and Bids

Proposals and bids must be complete in all respects as required by the RFP section on PROPOSAL AND BID FORMAT. A Final Bid may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Bid must be rejected if any such defect or irregularity constitutes a material deviation from the RFP requirements. The Final Bid must contain all costs required by the RFP sections on COST and PROPOSAL AND BID FORMAT, setting forth a unit price and total price for each unit price item, and a total price for each lump sum price item in the schedule, all in clearly legible figures. If required in the RFP section PROPOSAL AND BID FORMAT, cost data (as identified in the above referenced section) must be submitted under separate, sealed cover. Draft Bids must contain all information required in the Final Bid except cost. Exhibit II-A at the end of this Section II entitled COMPETITIVE BIDDING AND BID RESPONSIVENESS emphasizes the requirements of competitive bidding and contains examples of common causes for rejection of bids. Bidders are encouraged to review this exhibit.

d. False or Misleading Statements

Bids which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the bidder, may be rejected. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the bid, and the

RFP -55401

attribute, condition, or capability is a requirement of this RFP, it will be the basis for rejection of the bid.

e. Signature of Bid

A cover letter (which shall be considered an integral part of the Final Bid) and Standard Agreement Form 213, shall be signed by an individual who is authorized to bind the bidding firm contractually. The signature must indicate the title or position that the individual holds in the firm. An unsigned Final Bid shall be rejected.

The Draft Bid must also contain the cover letter and Form 213, or Bid Form, similarly prepared, including the title of the person who will sign, but need not contain the signature.

f. Delivery of Proposals and Bids

Mail or deliver proposals and bids to the Department Official listed in Section I. If mailed, use certified or registered mail with return receipt requested.

Proposals and bids must be received in the number of copies stated in the RFP section on PROPOSAL AND BID FORMAT and not later than the dates and times specified in Section I and in the individual schedules provided the bidders. One copy must be clearly marked "Master Copy." All copies of proposals and bids must be under sealed cover which is to be plainly marked "DRAFT BID," or "FINAL BID" for "RFP 55401-Network Maintenance Services". Also, the sealed cover of all submittals, except the Final Bid, shall be clearly marked "CONFIDENTIAL," and shall state the scheduled date and time for submission. Draft Bids not submitted under sealed cover will be returned for sealing. Final Bids not received by the date and time specified in Section I, or not sealed, will be rejected. If required in the RFP section PROPOSAL AND BID FORMAT, all cost data (as identified in the above referenced section) must be submitted under separate, sealed cover and clearly marked "COST DATA." If cost data is required to be submitted separately sealed, and is not submitted in this manner, the bid will be rejected. Bids submitted under improperly marked covers may be rejected. If discrepancies are found between two or more copies of the bid, the bid may be rejected. However, if not so rejected, the Master Copy will provide the basis for resolving such discrepancies. If one copy of the Final Bid is not clearly marked "Master Copy," the State may reject the bid; however, the State may at its sole

RFP -55401

option select, immediately after bid opening, one copy to be used as the Master Copy.

g. Withdrawal and Resubmission/Modification of Proposals and Bids

A bidder may withdraw its Draft Bid at any time by written notification. A bidder may withdraw its Final Bid at any time prior to the bid submission time specified in Section I by submitting a written notification of withdrawal signed by the bidder authorized in accordance with Paragraph C-5-e, Signature of Bid. The bidder may thereafter submit a new or modified bid prior to such bid submission time. Modification offered in any other manner, oral or written, will not be considered. Final Bids cannot be changed or withdrawn after the time designated for receipt, except as provided in Paragraph 7.c. of this section.

6. Rejection of Bids

The State may reject any or all bids and may waive any immaterial deviation or defect in a bid. The State's waiver of any immaterial deviation or defect shall in no way modify the RFP documents or excuse the bidder from full compliance with the RFP specifications if awarded the contract.

7. Evaluation and Selection Process

a. General

Bids will be evaluated according to the procedures contained in the RFP section on EVALUATION. Special instructions and procedures apply to Draft Bids.

b. Evaluation Questions

During the evaluation and selection process, the State may desire the presence of a bidder's representative for answering specific questions, orally and/or in writing.

c. Errors in the Final Bid

An error in the Final Bid may cause the rejection of that bid; however, the State may at its sole option retain the bid and make certain corrections.

In determining if a correction will be made, the State will consider the conformance of the bid to the format and

RFP -55401

content required by the RFP, and any unusual complexity of the format and content required by the RFP.

- (1) If the bidder's intent is clearly established based on review of the complete Final Bid submittal, the State may at its sole option correct an error based on that established intent.
- (2) The State may at its sole option correct obvious clerical errors.
- (3) The State may at its sole option correct discrepancy and arithmetic errors on the basis that if intent is not clearly established by the complete bid submittal the Master Copy shall have priority over additional copies, the bid narrative shall have priority over the contract, the contract shall have priority over the cost sheets, and within each of these, the lowest level of detail will prevail. If necessary, the extensions and summary will be recomputed accordingly, even if the lowest level of detail is obviously misstated. The total price of unit-price items will be the product of the unit price and the quantity of the item. If the unit price is ambiguous, unintelligible, uncertain for any cause, or is omitted, it shall be the amount obtained by dividing the total price by the quantity of the item.
- (4) The State may at its sole option correct errors of omission, and in the following four situations, the State will take the indicated actions if the bidder's intent is not clearly established by the complete bid submittal.
 - (a) If an item is described in the narrative and omitted from the contract and cost data provided in the bid for evaluation purposes, it will be interpreted to mean that the item will be provided by the bidder at no cost.
 - (b) If a minor item is not mentioned at all in the Final Bid and is essential to satisfactory performance, the bid will be interpreted to mean that the item will be provided at no cost.
 - (c) If a major item is not mentioned at all in the Final Bid, the bid will be interpreted to mean that the bidder does not intend to supply that item.
 - (d) If a major item is omitted, and the omission is not discovered until after contract award, the bidder shall be required to supply that item at no cost.

RFP -55401

- (5) If a bidder does not follow the instructions for computing costs not related to the contract (e.g., State personnel costs), the State may reject the bid, or at its sole option, recompute such costs based on instructions contained in the RFP.

If the recomputations or interpretations, as applied in accordance with this section, subparagraph c.(4)(d), result in significant changes in the amount of money to be paid to the bidder (if awarded the contract) or in a requirement of the bidder to supply a major item at no cost, the bidder will be given the opportunity to promptly establish the grounds legally justifying relief from its bid.

IT IS ABSOLUTELY ESSENTIAL THAT BIDDERS CAREFULLY REVIEW THE COST ELEMENTS IN THEIR FINAL BID, SINCE THEY WILL NOT HAVE THE OPTION TO CHANGE THEM AFTER THE TIME FOR SUBMITTAL.

8. Negotiation

Public Contract Code Section 6611

This RFP is subject to the provisions of Public Contract Code Section 6611, in accordance with existing guidelines and procedures adopted by DGS. Public Contract Code Section 6611 allows DGS, if it determines it's in the best interest of the State, to negotiate. Bidders are cautioned that conditional bids or bids based upon assumptions will be deemed non-responsive. Current guidelines prohibit the State from opening negotiations with either non-responsive or non-responsible bidders.

9. Award of Contract

Award of contract, if made, will be in accordance with the RFP section on EVALUATION to a responsible bidder whose Final Bid complies with all the requirements of the RFP documents and any addenda thereto, except for such immaterial defects as may be waived by the State. Award, if made, will be made within forty-five (45) days after the scheduled date for Contract Award specified in Section I; however, a bidder may extend the offer beyond 45 days in the event of a delay of contract award.

The State reserves the right to determine the successful bidder(s) either on the basis of individual items or on the basis of all items included in its RFP, unless otherwise

RFP -55401

expressly provided in the State's RFP. The State reserves the right to modify or cancel in whole or in part its RFP.

Unless the bidder specifies otherwise in its bid, the State may accept any item or group of items of any bid. The State reserves the right to modify or cancel in whole or in part its RFP.

Written notification of the State's intent to award will be made to all bidders. If a bidder, having submitted a Final Bid, can show that its bid, instead of the bid selected by the State, should be selected for contract award according to the rules of Paragraph C-7, the bidder will be allowed five (5) working days to submit a protest to the Intent to Award, according to the instructions contained in Paragraph E-1 of this section.

10. Debriefing

A debriefing may be held after contract award at the request of any bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the technical and cost evaluations of the bidder's Final Bid. A debriefing is not the forum to challenge the RFP specifications or requirements.

D. CONTRACTUAL INFORMATION

1. Contract Form

The State has model contract forms to be used by State agencies when contracting for EDP or Telecommunications goods and services and non-IT services. The model contract appropriate for the specific requirements of this RFP is included in the RFP.

2. Term of Contract

The State intends to retain the required goods and services for at least the period specified elsewhere in this RFP. Ideally, the term of the contract will be for the specified period. If the State requires the contract to be terminated during the contract period, such a requirement will be specified in the RFP section on ADMINISTRATIVE REQUIREMENTS. The State will accept a contract for a longer period than specified if, at the sole option of the State, the contract may be terminated at the end of the period specified with or without the payment of termination charges. Such termination charges, if any, must be included in the evaluated cost of the bid.

E. OTHER INFORMATION

1. Protests

Before a protest is submitted regarding any issue other than selection of the "successful supplier," the bidder must make full and timely use of the procedures described in this Section II to resolve any outstanding issue(s) between the bidder and the State. The procurement procedure is designed to give the bidder and the State adequate opportunity to submit questions and discuss the requirements before the Final Bid is due. The protest procedure is made available in the event that a bidder cannot reach a fair agreement with the State after exhausting these procedures. In such cases, a protest may be submitted according to the procedure below. Protests regarding any issue other than selection of the "successful supplier" will be heard and resolved by the Deputy Director of the Department of General Services Procurement Division whose decision will be final.

If a bidder has submitted a bid which it believes to be totally responsive to the requirements of the RFP and to be the bid that should have been selected according to the evaluation procedure in the Section on EVALUATION and the bidder believes the State has incorrectly selected another bidder for award, the bidder may submit a protest of the selection as described below. Protests regarding selection of the "successful supplier" will be heard and resolved by the California Victim Compensation and Government Claims Board whose decision will be final.

All protests must be made in writing, signed by an individual authorized under Paragraph C.5.e, Signature of Bid, and contain a statement of the reason(s) for protest, citing the law, rule, regulation or procedures on which the protest is based. The protester must provide facts and evidence to support the claim. Protests must be mailed or delivered to:

Street Address:	Mailing Address:
Deputy Director	Deputy Director
Procurement Division	Procurement Division
707 Third Street, 2 nd	P.O. Box 989052
Floor	
West Sacramento, CA	Sacramento, CA 95798-
95605	9052

All protests to the RFP or protests concerning the evaluation, recommendation, or other aspects of the selection process must

RFP -55401

be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective times and dates specified in Section I for such protests or the respective date of the Notification of Intent to Award, whichever is later. Certified or registered mail must be used unless delivered in person, in which case the protester should obtain a receipt of delivery.

2. News Releases

Any publications or news releases relating to a contract resulting from this RFP shall not be made without prior written approval of the Department Official listed in Section I.

3. Disposition of Proposals and Bids

All materials submitted in response to this RFP will become the property of the State of California and will be returned only at the State's option and at the bidder's expense. The Master Copy shall be retained for official files and will become a public record after the date and time for Final Bid submission as specified in Section I, KEY ACTION DATES. However, confidential financial information submitted in support of the requirement to show bidder responsibility will be returned upon request.

4. Contacts for Information

Bidders may contact the Department Contact listed in Section I for visits to the physical installation for purposes of familiarization and evaluation of the current processes. Visits shall be made by appointment only, during normal business hours, and will be limited to the Department Contact listed in Section I or the Contact's designee. Visits shall be permitted to the extent that they do not unduly interfere with the conduct of State business.

Oral communications of department officers and employees concerning this RFP shall not be binding on the State and shall in no way excuse the bidder of any obligations set forth in this RFP.

COMPETITIVE BIDDING AND BID RESPONSIVENESS

The purpose of competitive bidding is to secure public objectives in the most value-effective manner and avoid the possibilities of graft, fraud, collusion, etc. Competitive bidding is designed to benefit the public body (the State, in the present context), and is not for the benefit of the bidders. It is administered to accomplish its purposes with sole reference to the public interest. It is based upon full and free bidding to satisfy State specifications, and acceptance by the State of the most value-effective solution to the State's requirements, as determined by the evaluation criteria contained in the RFP.

Competitive bidding is not defined in any single statute but is more in the nature of a compendium of numerous court decisions. From such court decisions, the following rules have evolved, among others:

1. Request for Proposals must provide a basis for full and fair competitive bidding among bidders on a common standard, free of restrictions tending to stifle competition.
2. The State may modify the RFP, prior to the date fixed for submission of bids, by issuance of an addendum to all parties who have been furnished with the RFP for bidding purposes.
3. To have a valid bid, the bid must respond and conform to the invitation, including all the documents which are incorporated therein. A bid which does not literally comply may be rejected.
4. For a variance between the request for bids and the bid to be such as to preclude acceptance (the bid must be rejected), the variance or deviation must be a material one.
5. State agencies usually have the express or implied right to reject any and all bids in the best interests of the State. Bids cannot, however, be selectively rejected without cause.
6. Bids cannot be changed after the time designated for receipt and opening thereof. No negotiation as to the scope of the work, amount to be paid, or contractual terms is permitted.
7. A competitive bid, once opened and declared, is in the nature of an irrevocable option and a contract right of which the public agency cannot be deprived without its consent, unless the requirements for rescission are present. All bids become public documents.
8. Bids cannot be accepted "in part," unless the invitation specifically permits such an award.
9. Contracts entered into through the competitive bidding process cannot later be amended, unless the Invitation for Bids includes a provision, to be incorporated in the contract awarded, providing for such amendment.

Since competitive procurement became the required method for securing certain EDP goods or services, the State has received a number of bids which were deemed to be nonresponsive to the Invitation for Bids or which could not be considered as valid bids within the competitive bidding procedures. Nonresponsive bids or bids which contain qualifications must be rejected. Many of the causes for rejection arise from either an incomplete understanding of the competitive bidding process or administrative oversight on the part of the bidders. The following examples are illustrative of more common causes for rejection of bids. These examples are listed to assist potential bidders in submission of responsive bids.

1. A bid stated, "The prices stated within are for your information only and are subject to change."
2. A bid stated, "This proposal shall expire thirty (30) days from this date unless extended in writing by the ____ Company." (In this instance award was scheduled to be approximately 45 days after bid submittal date.)
3. A bid for lease of EDP equipment contained lease plans of a duration shorter than that which had been requested in the RFP.
4. A personal services contract stated, "__, in its judgment, believes that the schedules set by the State are extremely optimistic and probably unobtainable. Nevertheless, __ will exercise its best efforts..."
5. A bid stated, "This proposal is not intended to be of a contractual nature."
6. A bid contained the notation "prices are subject to change without notice."
7. A bid was received for the purchase of EDP equipment with unacceptable modifications to the Purchase Contract.
8. A bid for lease of EDP equipment contained lease plans of a duration longer than that which had been requested in the RFP with no provision for earlier termination of the contract.
9. A bid for lease of EDP equipment stated, "...this proposal is preliminary only and the order, when issued, shall constitute the only legally binding commitment of the parties."
10. A bid was delivered to the wrong office.
11. A bid was delivered after the date and time specified in the RFP.
12. An RFP required the delivery of a performance bond covering 25 percent of the proposed contract amount. The bid offered a performance bond to cover "x" dollars which was less than the required 25 percent of the proposed contract amount.
13. A bid did not meet contract goal for DVBE participation and did not follow the steps required by the bid to achieve a "good faith effort."
14. A bid appeared to meet contract goal for DVBE participation with the dollars submitted, but the supplier had miscalculated the bid costs. When these corrections were made by the State, the supplier's price had increased and the

RFP -55401

dollars committed for DVBE participation no longer met goal. The supplier had not followed the steps to achieve a "good faith effort."

SECTION III

CURRENT SYSTEM

A. BACKGROUND

1. Department of Technology Services (DTS)

The DTS provides information technology services, including computer resources, network communications connectivity, and information technology integration services to the divisions and customers of the State and Consumer Services Agency. The DTS also provides services to other State entities and various local jurisdictions. These core businesses provide the information technology infrastructure to support state and federal mandates for the delivery of critical programs to California citizens.

With the consolidation of the former Stephen P. Teale Data Center, the former Health and Human Services Data Center, and the Department of General Services' Office of Network Services into the newly created Department, the DTS is seeking network maintenance and technical services to support existing data network infrastructure consisting primarily of Cisco equipment.

2. State Agency Networks

Other State and local agencies may also procure services from any Master Services Agreement resulting from this RFP. These networks may consist of equipment located Statewide or may be configured as localized, discrete systems.

B. NETWORK EQUIPMENT AND LOCATIONS

1. An equipment list which provides current manufacturers and models as well as estimated statewide quantities is provided in the Equipment List found in Section VII, Exhibit VII-B. Equipment is typically replaced with newer technology on a rotating schedule depending on the age of the equipment. The schedule of equipment replacement will vary between departments. As new equipment is added on a continual basis, model and serial numbers that may not appear in the current Equipment List will need to be included in the maintenance agreements.

RFP -55401

2. Exhibit III-A provides a list of locations where field engineers may be dispatched to provide service to one or more items of equipment. This list includes locations within the State of California and outside the State.

EXHIBIT III-A**GENERAL EQUIPMENT LOCATIONS**

Adelanto, CA	Blythe, CA	Chowchilla, CA	Downey, CA
Alameda, CA	Boise, ID	Chula Vista, CA	Downieville, CA
Albany, CA	Boulder, CO	Citrus Heights, CA	Duncan Mills, CA
Alhambra, CA	Brawley, CA	City of Commerce, CA	East Palo Alto, CA
Alturas, CA	Brea, CA	Clearlake, CA	El Cajon, CA
Anaheim, CA	Bridgeport, CA	Coalinga, CA	El Centro, CA
Antioch, CA	Buena Park, CA	Colton, CA	El Monte, CA
Arcadia, CA	Burney, CA	Colusa, CA	Elk Grove, CA
Arcata, CA	Calexico, CA	Compton, CA	Encinitas, CA
Arroyo Grande, CA	Campbell, CA	Concord, CA	Escondido, CA
Atascadero, CA	Canoga Park, CA	Corcoran, CA	Eureka, CA
Brentwood, CA	Canyon County, CA	Corning, CA	Fair Oaks, CA
Auburn, CA	Capitola, CA	Corona, CA	Fairfield, CA
Bakersfield, CA	Carlsbad, CA	Costa Mesa, CA	Fallbrook, CA
Baldwin Park, CA	Carnelian Bay, CA	Crescent City, CA	Fontana, CA
Banning, CA	Carpinteria, CA	Cudahy, CA	Fort Bragg, CA
Barstow, CA	Carson, CA	Culver City, CA	Fort Worth, TX
Bell, CA	Cathedral City, CA	Cypress, CA	Foster City, CA
Belmont, CA	Chatsworth, CA	Daly City, CA	Fountain Valley, CA
Berkeley, CA	Chicago, IL	Davis, CA	Franklin, TN
Bishop, CA	Chico, CA	Delano, CA	Fremont, CA
Bloomington, CA	Chino, CA	Dinuba, CA	French Camp, CA

RFP -55401

GENERAL EQUIPMENT LOCATIONS (CONT.)

Fresno, CA	Hoopa, CA	Lompoc, CA	Milpitas, CA
Fullerton, CA	Imperial, CA	Lone Pine, CA	Mission Viejo, CA
Galt, CA	Independence, CA	Long Beach, CA	Modesto, CA
Garberville, CA	Indio, CA	Los Angeles, CA	Mojave, CA
Garden Grove, CA	Inglewood, CA	Los Banos, CA	Monterey Park, CA
Gardena, CA	Irwindale, CA	Lower Lake, CA	Monterey, CA
Gilroy, CA	Jackson, CA	Loyalton, CA	Moreno Valley, CA
Glen Ellen, CA	Kerman, CA	Madera, CA	Morro Bay, CA
Glendale, CA	King City, CA	Malvern, PA	Mountain View, CA
Goleta, CA	La Mesa, CA	Mammoth Lakes, CA	Murrieta, CA
Granada Hills, CA	Laguna Hills, CA	Manteca, CA	Napa, CA
Grass Valley, CA	Lake Elsinore, CA	San Marcos, CA	Nashville, TN
Grover Beach, CA	Lake Isabella, CA	Mariposa, CA	Needles, CA
Hanford, CA	Lakeport, CA	Markleeville, CA	Nevada City, CA
Hawthorne, CA	Lamont, CA	Martell, CA	Newcastle, CA
Hayfork, CA	Lancaster, CA	Martinez, CA	Niland, CA
Hayward, CA	Lawndale, CA	Marysville, CA	Nipomo, CA
Healdsburg, CA	Lemon Grove, CA	McClellan, CA	Norco, CA
Hemet, CA	Lindsay, CA	Mendota, CA	North Highlands, CA
Hercules, CA	Livermore, CA	Menlo Park, CA	North Hollywood, CA
Hesperia, CA	Livingston, CA	Merced, CA	Northridge, CA
Hollister, CA	Lodi, CA	Meriden, CT	Norwalk, CA

RFP -55401

GENERAL EQUIPMENT LOCATIONS (CONT.)

Novato, CA	Placerville, CA	Rohnert Park, CA	Santa Cruz, CA
Oakdale, CA	Plano, TX	Roseville, CA	Santa Fe Springs, CA
Oakhurst, CA	Pleasant Hill, CA	Sacramento, CA	Santa Maria, CA
Oakland, CA	Pleasanton, CA	Salinas, CA	Santa Paula, CA
Oceanside, CA	Point Arena, CA	Salton City, CA	Santa Rosa, CA
Ontario, CA	Point Reyes Station, CA	San Andreas, CA	Seaside, CA
Orange, CA	Pomona, CA	San Bernardino, CA	Seeley, CA
Orland, CA	Porterville, CA	San Bruno, CA	Selma, CA
Oroville, CA	Poway, CA	San Carlos, CA	Shafter, CA
Oxnard, CA	Prunedale, CA	San Diego, CA	Simi Valley, CA
Pacific Grove, CA	Quincy, CA	San Fernando, CA	Soledad, CA
Pacoima, CA	Ramona, CA	San Francisco, CA	Sonora, CA
Palm Desert, CA	Rancho Cordova, CA	San Jose, CA	South Lake Tahoe, CA
Palmdale, CA	Rancho Cucamonga, CA	San Juan Capistrano, CA	South San Francisco, CA
Panorama City, CA	Red Bluff, CA	San Luis Obispo, CA	Spartanburg, SC
Parlier, CA	Redding, CA	San Marcos, CA	Spring Valley, CA
Pasadena, CA	Redlands, CA	San Rafael, CA	Stockton, CA
Paso Robles, CA	Redwood City, CA	Sanger, CA	Susanville, CA
Patton, CA	Reedley, CA	Santa Ana, CA	Sylmar, CA
Perris, CA	Richmond, CA	Santa Barbara, CA	Taft, CA
Pescadero, CA	Ridgecrest, CA	Santa Clara, CA	Tecopa Hot Springs, CA
Petaluma, CA	Riverside, CA	Santa Clarita, CA	Temecula, CA

RFP -55401

GENERAL EQUIPMENT LOCATIONS (CONT.)

Thousand Oaks, CA	Vacaville, CA	Watsonville, CA	Willows, CA
Torrance, CA	Vallejo, CA	Weaverville, CA	Winterhaven, CA
Tracy, CA	Van Nuys, CA	Weed, CA	Woodland Hills, CA
Truckee, CA	Ventura, CA	West Covina, CA	Woodland, CA
Tulare, CA	Victorville, CA	West Hills, CA	Yreka, CA
Turlock, CA	Visalia, CA	West Sacramento, CA	Yuba City, CA
Twentynine Palms, CA	Walker, CA	Williams, CA	Yucca Valley, CA
Ukiah, CA	Walnut Creek, CA	Willits, CA	Paramount, CA
City of Industry, CA	Hollywood, CA	Huntington Park, CA	La Jolla, CA
Mt. Shasta, CA	Irvine, CA	Rosemead, CA	San Pedro, CA
Sunnyvale, CA	Marina del Rey, CA	Greenfield, CA	Pittsburg, CA
San Pablo, CA	Suisun, CA	Huron, CA	Atlanta, GA
Santa Monica, CA	Westminster, CA	Whittier, CA	

SECTION IV

PROPOSED SYSTEM

(NOT APPLICABLE)

SECTION V

ADMINISTRATIVE REQUIREMENTS

A. INTRODUCTION

In addition to meeting the technical requirements of this RFP, bidders must adhere to all the administrative requirements of this RFP to be responsive. These include the rules in Section II, RULES GOVERNING COMPETITION, the schedule specified in Section I, the format specified in the section on PROPOSAL AND BID FORMAT, the completion of cost sheets specified in the section on COST, and the administrative requirements of this section.

B. BIDDER RESPONSIBILITY

Prior to award of the contract, the State must be assured that the bidder selected has all of the resources to successfully perform under the contract. This includes, but is not limited to, personnel in the numbers and with the skills required, equipment of appropriate type and in sufficient quantity, and experience in similar endeavors. If, during the evaluation process, the State is unable to assure itself of the bidder's ability to perform under the contract, if awarded, the State has the option of requesting from the bidder any information that the State deems necessary to determine the bidder's responsibility. If such information is required, the bidder will be so notified and will be permitted approximately five working days to submit the information requested.

C. CONFIDENTIALITY

To preserve the integrity of the security and confidentiality measures integrated into the State's automated information systems, each bidder is required to sign the Confidentiality Statement found in **Section I, Exhibit I-C** and submit it by the date specified in Section I.

Similarly, any Contractor engaging in EDP services to the State, requiring them to come into contact with confidential State information, will be required to exercise security precautions for such data that is made available, including the signing of an additional confidentiality statement. Appropriate language must be in the contract.

D. SPECIAL MAINTENANCE REQUIREMENTS

1. Maintenance Options

The Bidder shall provide maintenance service options as indicated on the Cost Sheet located in Section VII, Cost. Agencies may elect to use any of

RFP -55401

the maintenance options or combination of options provided; however, a unit of equipment may be covered by only one maintenance option at any given time.

2. Equipment Not Listed

The Bidder shall offer maintenance services as described in this RFP on all products available in the manufacturer's catalog *at or below the discount offered* regardless of whether or not the model type appears on the initial equipment list provided in this RFP.

E. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION REQUIREMENT

Public Contract Code Section 10115 establishes Contract participation goals of at least three percent (3%) for Disabled Veteran Business Enterprise (DVBE). This goal applies to a State agency's overall contracting program. The program documents provide information and bidder responsibilities for the DVBE Participation Program, and compliance is a requirement of this RFP.

Bidders must submit a fully executed copy of the Standard Form 840, and 840A with their proposal.

1. Documentation of Disabled Veteran Business Enterprise Program Requirements (STD. 840)

PLEASE READ THESE INSTRUCTIONS CAREFULLY. Failure to submit a complete response may result in a non-responsive determination, in which case the Final Proposal will be rejected. Refer to the following DVBE Resource Packet and Documentation of DVBE Program Requirements website links for requirements and the DVBE form (STD 840). This form must be completed and submitted in the draft and final bids with no dollar amounts included. The final version with costs included must be submitted in the separately sealed cost portion of the final bid.

NOTE: For Bidders choosing to pursue a Good Faith Effort or Option B (described in the websites below), advertisement(s) must be published at least 14 days prior to the Final Proposal submission date for a period of fourteen (14) days. It is acceptable to advertise in just one trade or DVBE paper if it fulfills both trade and focus requirements as defined in California Code of Regulations, Title 2, Section 1896.61(k)), in which case one (1) ad is acceptable. Please see the DVBE Resource Packet for a list of acceptable publications.

The California Disabled Veteran Business Enterprise Requirements and DVBE form (STD 840) are available at the following web site links:

RFP -55401

DVBE Resource Packet:

<http://www.documents.dgs.ca.gov/pd/dvbe/resource.pdf>

Documentation of DVBE Program Requirements (STD 840/840A):

<http://www.documents.dgs.ca.gov/pd/poliproc/DVBE-ReqPack.doc>

DVBE Participation Program Frequently Asked Questions (FAQ):

<http://www.pd.dgs.ca.gov/dvbe/pgmfaqs.htm#faq>

The Office of Small Business and Disabled Veteran Business Enterprise (DVBE) Certification offers program information and may be reached at:

Small Business and DVBE Certification

707 Third Street, 1st Floor, Room 400

West Sacramento, CA 95605

Homepage: <http://www.pd.dgs.ca.gov/smbus>

24-hour information and document request system: (916) 322-5060

Receptionist: (916) 375-4940 Fax: (916) 375-4950

2. Disabled Veteran Business Enterprise Declarations (STD. 843)

Bidders who have been certified by California as a DVBE (or who are bidding rental equipment and have obtained the participation of subcontractors certified by California as a DVBE) must also submit a completed form(s) Std. 843 (Disabled Veteran Business Enterprise Declaration). All disabled veteran owners and disabled veteran managers of the DVBE(s) must sign the form(s). Should the form not be included with the solicitation, contact the State contracting official or obtain a copy online from the Department of General Services, Procurement Division, Office of Small Business and DVBE Services (OSDS) website at: www.pd.dgs.ca.gov/smbus. The completed form should be included with the bid response.

The DGS Procurement Division evaluation procedures for DVBE participation are revised. Pursuant to California Code of Regulations (CCR) 1896.60 et seq., bidders claiming to meet the DVBE goal participation requirements must be prepared to demonstrate the DVBE subcontractors are performing work that is reasonable for this Contract and is of a commercially useful function. Bidders shall comply with the State of California - DVBE requirements and are required to submit the completed documents in the RFP response.

RFP -55401

At the State's option prior to award, bidders may be required to submit additional written clarifying information. Failure to submit the requested written information as specified may be grounds for bid rejection.

Disabled Veteran Business Enterprise Declarations (STD. 843)
To access the DVBE Declarations document go to the following link:

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843.pdf>

3. Bidder Declaration Form – (GSPD 05-105)

All bidders must complete the Bidder Declaration GSPD-05-105 and include it with the bid response. When completing the declaration, bidders must identify all subcontractors proposed for participation in the contract. Bidders awarded a contract are contractually obligated to use the subcontractors for the corresponding work identified unless the State agrees to a substitution and it is incorporated by amendment to the contract.

Bidder Declaration form – (GSPD 05-105)
To access the Bidder Declaration (GSPD-05-105) go to the following link:

<http://www.documents.dgs.ca.gov/pd/delegations/GSPD105.pdf>

4. Disabled Veteran Business Enterprise (DVBE) Incentive Requirement

In accordance with Section 999.5(a) of the Military and Veterans Code, an incentive will be given to bidders who provide Disabled Veteran Business Enterprise (DVBE) participation. For evaluation purposes only, the State shall apply an incentive to proposals that include California certified DVBE participation as identified on the Bidder Declaration GSPD-05-105 and confirmed by the State. The incentive amount for awards is based on the amount of DVBE participation obtained. The incentive is only given to those Bidders who are responsive to the DVBE Program Requirement and propose DVBE participation in the resulting contract. See Section IX-Evaluation for details on incentive use.

If the Bidder chooses Option A, Commitment to full DVBE participation, or Option C, Business Utilization Plan on Form STD. 840, the Final bid must contain the completed Bidder Declaration GSPD-05-105. This form allows Bidders to identify if they are a DVBE and/or identify DVBE subcontractors, their proposed contract function, and the corresponding percentage of participation. NOTE: The State has a DVBE goal of three percent (3%.) If

RFP -55401

the Bidder Declaration shows participation of less than 3%, a Good Faith Effort must be documented.

F. TARGET AREA CONTRACT PREFERENCE (TACPA)

Preference will be granted to California-based Contractors in accordance with Government Code Section 4530 whenever a contract for goods and services is in excess of \$85,000 and the Contractor meets certain requirements as defined in the California Code (Title 2, Section 1896.30) regarding labor needed to produce the goods or provide the services being procured. Bidders desiring to claim Target Area Contract Preferences Act shall complete Std. Form 830 and submit it with the Final Proposal. Refer to the following website link to obtain the appropriate form:

<http://www.documents.dgs.ca.gov/osp/pdf/std830.pdf>

G. ENTERPRISE ZONE ACT (EZA)

Government Code Section 7080, et. seq., provides that California based companies may be granted preferences when bidding on state contracts in excess of \$100,000 for goods and services (excluding construction contracts) if the business site is located within designated "Enterprise Zones" (see Std. Form 831). Bidders desiring to claim this preference must submit a fully executed copy of Std. Form 831 with their Final Proposal. Bidders proposing to perform the contract in a designated enterprise zone are required to identify such site(s) on the Std. Form 831. Failure to identify a site(s), which qualifies as an enterprise zone, will result in denial of the claimed preferences. Refer to the following website link to obtain the appropriate form:

<http://www.documents.dgs.ca.gov/osp/pdf/std831.pdf>

A bidder that has claimed an EZA preference and is awarded the contract based on such preference(s) will be obligated to perform the contract in accordance with the Act.

H. LOCAL AGENCY MILITARY BASE RECOVERY ACT (LAMBRA)

California Government Code Section 7118, et seq. provides that California-based companies may be granted preferences when bidding on state contracts in excess of \$100,000 if they qualify and apply for the LAMBRA preference. Contractors desiring to claim this preference must submit a fully executed copy of the form STD.832, with their final proposal, which can be found at:

<http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf>

RFP -55401

I. CERTIFICATION TO DO BUSINESS IN THE STATE OF CALIFORNIA

If required by law, the bidder must be certified with the Secretary of State of California to do business in the State of California. If the bidder does not currently have this certification, the firm must be certified before the contract award can be made.

The California Secretary of State Certificate of Status must be included with the proposal by the date listed in the Key Action Dates Section of this RFP.

These required document(s) may be obtained through the Secretary of State on the following web site:

<http://www.ss.ca.gov/business/business.htm>

Or as follows:

California Secretary of State
Division of Corporate Filing and Services
1500 Eleventh Street, Third Floor
Sacramento, CA 95814-5701
Certification Unit: 916-657-5251

J. OTHER ADMINISTRATIVE REQUIREMENTS

1. Each contract executed as a result of this RFP must be able to be amended by mutual consent of the State and the Contractor.
2. Any subcontractor that the bidder chooses to use in fulfilling the requirements of this RFP, and which is expected to receive more than ten (10) percent of the value of the contract, must also meet all Administrative and Technical Requirements of the RFP, as applicable.
3. If applicable, all equipment offered must be new and the latest model in current production. USED, SHOPWORN, REFURBISHED, DEMONSTRATOR, PROTOTYPE OR DISCONTINUED MODELS ARE NOT ACCEPTABLE.
4. Payee Data Record, STD. 204

Bidders are required to sign and submit a Payee Data Record, STD. 204 before contract award. The Std 204 is located at the following link:

<http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf>

5. Small Business Preference – IF APPLICABLE

- a) Small Business Preferences

RFP -55401

Bidders claiming the 5% preference must be certified by California as a small business or must commit to subcontract at least 25% of the net bid price with one or more California certified small business. Completed certification applications and required support documents must be submitted to the Office of Small Business and DVBE Certification no later than 5:00 p.m. on the final proposal due date, and the Office of Small Business and DVBE Certification must be able to approve the application as submitted. The small business firm must have its principal place of business located in California.

A copy of the regulations, instructions and format for claiming the small business preference is available at:

<http://www.pd.dgs.ca.gov/smbus/sbcert.htm>

Questions regarding certification must be directed to the Office of Small Business and DVBE Certification at (916) 375-4940.

The small business preference is applied to the total points scored during the evaluation and shall be computed as follows: if a large business has earned the highest point count, a preference equal to 5% of the total point score shall be computed and shall constitute the small business preference points, per Government Code Section 14838(b)(2). The preference points shall be added to the total points of all responsive California Certified Small Business Bidders and/or non-small business subcontractors.

b) Revised Small Business Regulations

The small business regulations, located in the California Code of Regulations, Title 2, Section 1896 et seq., concerning the application and calculation of the small business preference, small business certification, responsibilities of small business, department certification and appeals were revised, effective 9/9/04. These regulations can be viewed at <http://www.pd.dgs.ca.gov/smbus>. Access the regulations by clicking on "Small Business Regulations" in the right sidebar. For those without Internet access, a copy of the regulations can be obtained by calling the Office of Small Business and DVBE Certification at (916) 375-4940.

c) New Non-Small Business Subcontractor Preference

A 5% bid preference is now available to a non-small business claiming 25% California-certified small business subcontractor participation. If applicable, submit a corresponding letter claiming the preference. DO NOT include any dollar amounts on these forms, as that may be cause for rejection of the bid.

RFP -55401

If claiming the non-small business subcontractor preference, the proposal response must include a list of the small business(es) with which the Bidder commits to subcontract in an amount of at least twenty-five percent (25%) of the net bid price with one or more California Certified Small Businesses. Each listed certified small business must perform a "commercially useful function" in performance of the contract as defined in Government Code Section 14837(d)(4).

The required list of California Certified Small Business subcontractors must be attached to the proposal response and must include the following: 1) Subcontractor name, 2) address, 3) phone number, 4) description of the work to be performed and/or products supplied, 5) and percentage of the net proposal price (as specified in the solicitation) per subcontractor.

K. SUBCONTRACTORS

Any subcontractor that the bidder chooses to use in fulfilling the requirements of this RFP shall also meet all RFP requirements as applicable. Bidders awarded contracts will be responsible for coordinating and controlling all aspects of their proposal, including support to be provided by a subcontractor and/or secondary contractors, and will be the sole point of contact with the State relative to contract performance. If this performance involves the use of one or more product(s) proprietary to another vendor, the prime bidder will be responsible for acquiring a license for the State's use of such program products from the secondary vendor.

L. APPLICABILITY OF PROVISIONS

All provisions included in this Agreement apply to all MSA release orders issued from this MSA. If there is a conflict between the MSA contract and the purchase order, the MSA contract shall prevail.

M. CONTRACTOR'S STATEMENT OF WORK

A Statement of Work (SOW) which describes the general responsibilities of the Contractor and agency with regard to contract performance is found in Appendix A - Contract, and will become a part of any contract resulting from this RFP. Due to the unique needs of each agency, network configuration and service requirements may be different. A requirements document based upon the agency's own unique needs is recommended for all contracts resulting from this MSA. In the event any language of the agency requirements document conflicts with language of the SOW, the provisions of the SOW shall prevail.

N. REPORTING REQUIREMENTS

For any contracts resulting from this RFP, the Bidder agrees to provide the following information in quarterly reports to the Department of General Services address below:

- Agreement or Order Number
- Complete address of Agency on the order
- Bill code of Agency (if applicable)
- Total amount of contract or amendment

Send reports to: Department of General Services
Procurement Division
Multiple Award Program
707 3rd Street, Second Floor
West Sacramento, CA 95605

O. AD HOC REPORTS

The Bidder must have the ability to provide Ad Hoc reports within 24 hours after the State's request including serial numbers, models and locations for the following purposes:

- Equipment currently maintained on contract
- Equipment removed from maintenance contract
- Equipment added to maintenance contract by date
- Equipment listing by model
- Equipment listing by maintenance type/option (i.e., 24x7, 8x5)

P. INSURANCE REQUIREMENTS

Each bidder must provide a Certificate of Insurance for the following:

1. Liability

The Bidder shall furnish to the State a certificate of insurance stating that there is liability insurance presently in effect for the Bidder of not less than \$1,000,000 per occurrence for bodily injury and property damage liability combined.

The certificate of insurance must include the following provisions:

- a. The insurer will not cancel the insured's coverage without thirty (30) days prior written notice to the State;

RFP -55401

- b. The State of California is included as an additional insured but only with respect to work performed for the State of California.

The Bidder agrees that the liability insurance herein provided for shall be in effect at all times during the term of this contract (including all MSA release orders). In the event said insurance coverage expires at any time during the term of this contract, the Contractor agrees to provide at least 30 days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of the term of the contract, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of the Department of General Services, and the Contractor agrees that no work shall be performed prior to approval. In the event the Contractor fails to keep in effect at all times insurance coverage as herein provided, the State may, in addition to any other remedies, terminate this contract. The State will not be responsible for any premiums or assessment on the policy.

2. Workers' Compensation

The Bidder shall furnish to the State a certificate of insurance stating that there is Workers' Compensation insurance presently in effect for all of the Bidder's employees who will be engaged in the performance of this agreement. The certificate of insurance must include the following provision:

The insurer will not cancel the insured's coverage without thirty (30) days prior written notice to the State.

EXHIBIT V-A

SMALL BUSINESS CERTIFICATION

Government Code Section 14838(b)(2) says: "In solicitations where an award is to be made to the highest scored Bidder based on evaluation factors other than price, the preference to small business Bidders shall be 5 percent of the highest responsible Bidder's total score."

To claim the small business preference the firm must have its principal place of business located in California, have a complete application (including proof of annual receipts) on file with the State Office of Small Business Certification and Resources by 5:00 p.m. on the bid due date and be verified by such office.

Questions regarding the preference approval process should be directed to the Office of Small Business Certification at (916) 375-4940.

CONTRACTORS PLEASE CHECK THE APPROPRIATE LINE:

- ☐ I am a California Certified Small Business applying for a preference on this bid. A copy of my certification from the Office of Small Business and DVBE Services is attached.
- ☐ I have recently filed for Small Business Certification in California and have advised the Office of Small Business and DVBE Services that I am responding to an RFP.
- ☐ I am not claiming a Small Business Preference.
- ☐ I am a Non-Small Business, claiming to provide a 25% commercial useful function business opportunity to California Certified Small Business Sub-Contractors that will allow my firm to receive a 5% Contractor's preference for evaluation purposes on this bid. We intend to provide a list of California Certified Small Business sub-contractor(s) that have been certified by the Office of Small Business and DVBE Certification.

Company Name: _____

Signature: _____

Title: _____

SECTION VI

TECHNICAL REQUIREMENTS

A. OVERVIEW

This section contains the detailed technical requirements pertaining to the proposed maintenance service as described in this RFP. See Section V, ADMINISTRATIVE REQUIREMENTS; Section VIII, PROPOSAL AND BID FORMAT; and Section II, RULES GOVERNING COMPETITION for other requirements that must be met in order to be considered responsive to this RFP.

The State has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The State will not tailor these needs to fit some solution a bidder may have available; rather, the bidder shall propose to meet the State's needs as defined in this RFP.

B. GENERAL REQUIREMENTS

For general system maintenance requirements, bidders shall detail the capabilities of their company to meet or exceed the specifications. Bidders must document to the State's satisfaction that they can perform all requirements stated below. These are mandatory requirements and will be scored on a Pass/Fail basis. If a bidder fails to respond to or to meet any of these requirements, they shall be deemed nonresponsive:

1. The bidder shall provide a detailed plan that addresses the specified maintenance requirements in the RFP as indicated in Appendix A – Contract, SOW.C.9. In addition to the information required in the SOW, bidder may include information regarding extended area coverage and/or additional services being provided at no extra cost.

I understand and will comply: ____Yes ____No

2. The bidder must list the Service Center address, telephone number, number of Field Engineers (FE), and name and years of experience for each trained person at all Service Centers. This document will be included with the Technical portion of the bid response. If bidder offers Cisco on-site FE support and are unable to provide the above information, bidder must certify that

all FEs dispatched under this MSA through Cisco meet all RFP requirements for education and experience. The State reserves the right to verify at any time the education and experience of any FE dispatched under this MSA.

I understand and will comply: ☐Yes ☐No

3. Bidder agrees to notify the requesting agency contact person of FE changes and replacements within thirty (30) days of the effective date of the change. All requirements for education and experience as stated in this RFP shall apply to the new FE and resumes shall be provided at contracting department's request. If bidder offers Cisco on-site FE support and is unable to provide the above information, bidder must certify that all replacement FEs meet all RFP requirements for education and experience.

I understand and will comply: ☐Yes ☐No

4. Each FE must have at least five (5) years of experience maintaining the equipment, or similar equipment, which they are required to service. Upon execution of this Agreement and request from the contracting agency, the bidder must include resumes and training certificates for each FE listed. All FEs must have continuing, up-to-date training on the equipment being offered during the period of the Agreement. Upon request, the bidder must offer a plan as to how the FEs will maintain this up-to-date training.

I understand and will comply: ☐Yes ☐No

5. All FEs must have five years of experience in trouble shooting in-house wiring.

I understand and will comply: ☐Yes ☐No

6. All FEs must be trained and have five years of experience on Category 5/6 cabling standards.

I understand and will comply: ☐Yes ☐No

7. The FE must have knowledge and experience with WAN technology (Frame Relay, ATM, ISDN, DSL, Point-to-Point, Internal DSU/CSU etc.).

RFP -55401

I understand and will comply: ____Yes ____No

8. The FE must have five years of experience working with telephone company technical staff.

I understand and will comply: ____Yes ____No

9. The bidder must have knowledge of Cisco equipment, including, but not limited to configuring, testing, and installing equipment.

I understand and will comply: ____Yes ____No

10. The bidder must have ADC Kentrox DSU/CSU technical certification.

I understand and will comply: ____Yes ____No

11. The bidder must be a Cisco Gold Certified partner with the ability to escalate problems/issues to Cisco for Tier 3 needs. The bidder shall also perform services in accordance with the terms and conditions of their Cisco SMARTnet service agreement.

I understand and will comply: ____Yes ____No

12. All FEs must have at a minimum a Cisco Certified Network Associate (CCNA) certification.

I understand and will comply: ____Yes ____No

SECTION VII

COST

A. INTRODUCTION

Cost is a primary evaluation criterion. Evaluation in this category will be based on the lowest total estimated net cost to the State as calculated according to the methodology in Section IX. Evaluation typically includes, but is not limited to, consideration of one-time costs, continuing costs, and adjustments as they specifically relate to the products and services to be obtained.

The Cost Table, Exhibit VII-A, is provided to capture the discount and Time and Materials cost information that will be used to determine the net cost to the State. The Equipment List, Exhibit VII-B, is provided solely as an *example* of the types and quantities of items on which the State will need maintenance and is meant to be only a means by which the State may evaluate the relative worth of this agreement. The Equipment List does not represent the actual projected usage of the Agreement.

B. COST DEFINITIONS

1. Continuing Costs

Continuing costs are those costs that are projected to be paid by the State to the Contractor(s) on a monthly basis in arrears. Discounts offered will be applied against the MSRP to determine monthly rates.

2. One-Time Costs

One-time costs are those costs paid by the State for material and services necessary for the acquisition and implementation of the proposed products and services, including:

- a. Hourly Rates—The cost for off-hour services (services ordered at times not covered in the Principal Period of Maintenance).
- b. Installation costs—Installation costs are not required under the provisions of this agreement.
- c. Other one-time costs—Any other one-time charges necessary to effect the implementation of an operational system. For the purposes of this agreement, no direct expenses such as

RFP -55401

travel, meals or lodging shall be considered except as noted in Appendix A-Contract, Statement of Work (SOW).

3. Option Definitions

Each maintenance option is divided into several selections based on response time. For example, 24x7x2 indicates the vendor will provide the service all day, every day, with a two-hour response time. A list of selection definitions is located in Appendix A, SOW, F, Maintenance Options.

C. PRICE ESCALATIONS AND DECLINES

Contract awards are based upon highest overall score among proposals that are responsive to the RFP requirements. No price escalations will be allowed during the term of the contract. New equipment shall be maintained and billed in accordance with the procedures outlined in Appendix A-Contract, SOW.A.5.

D. COST TABLE INSTRUCTIONS

1. List a percentage discount that shall be applied to the Manufacturer's Suggested Retail Price (MSRP) list (the Price List) for maintenance services required under this agreement. A different percentage may be offered for each manufacturer and service option (see Appendix A, SOW.F for descriptions of options). The appropriate percentage will be used to determine monthly maintenance costs for new equipment models added to the list and will be applied to the MSRP current at the time of the amendment or service order.
 - a. For Cisco SMARTnet maintenance, bidders shall use the following MSRP lists for the appropriate service options and categories:
 - (1) For Option 1:
 - (a) SMARTnet 24x7x2
 - (b) SMARTnet 24x7x4
 - (c) SMARTnet 8x5x4
 - (d) SMARTnet 8x5xNBD

RFP -55401

(2) For Options 2 and 3:

- (a) SMARTnet Onsite 24x7x2
- (b) SMARTnet Onsite 24x7x4
- (c) SMARTnet Onsite 8x5x4
- (d) SMARTnet Onsite 8x5xNBD

(3) For Option 4:

- (a) SMARTnet Onsite 24x7x4
- (b) SMARTnet Onsite 8x5x4

- b. Insert an amount in the space provided for each of the service rate categories (i.e., hourly rate, mileage rate, etc.) and options listed.
 - c. Insert the charge for installation of Cisco software pursuant to RFP, Appendix A-Contract, SOW, I.1 in the space provided.
 - d. Insert the charge for installation of Kentrox software pursuant to RFP, Appendix A-Contract, SOW, I.1 in the space provided.
2. As an aid to costing the State's needs, the information in Section III, Exhibit III-B is provided as representative, in a general way, where the different models are located throughout the State. These are in no way to be taken as the only locations where equipment is installed nor where the State intends to locate any particular equipment in the future.

RFP -55401

COST TABLE

EXHIBIT VII-A

For maintenance of existing equipment and new equipment models available from the manufacturer catalogs which may be added throughout the term of the contract, provide your guaranteed discount off the manufacturer's list price. These discounts will also be used to calculate Year 4 and Year 5 options to extend the Agreement.

<u>Continuing Costs</u>		<u>Option 1</u>		<u>Option 2</u>		<u>Option 3</u>		<u>Option 4</u>	
		<u>"New"</u>	<u>"Existing"</u>	<u>"New"</u>	<u>"Existing"</u>	<u>"New"</u>	<u>"Existing"</u>	<u>"New"</u>	<u>"Existing"</u>
Cisco SMARTnet Support:		_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
Kentrox Units:	Model 656	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 680	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 686	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 1020	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 2040	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 2140	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 15951	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 78620	\$ _____		\$ _____		\$ _____		\$ _____	
	Model 2040-2TM-RF	\$ _____		\$ _____		\$ _____		\$ _____	
	Model DS656	\$ _____		\$ _____		\$ _____		\$ _____	
	Model DSMART	\$ _____		\$ _____		\$ _____		\$ _____	

One-Time Costs

Service Rates:

	<u>Hourly Rate</u>	<u>Off-Hour Rate</u>	<u>State Holiday Rate</u>	<u>Weekend Rate</u>	<u>Mileage Rate</u>	<u>Travel Rate</u>
<u>Field Engineer</u>						
Option 2: 24x7x2	_____	_XXXXXXX_	_XXXXXXX_	_XXXXXXX_	_XXXXXX_	_XXXXXX_
Option 2: 24x7x4	_____	_XXXXXXX_	_XXXXXXX_	_XXXXXXX_	_XXXXXX_	_XXXXXX_
Option 2: 8x5x4	_____	_____	_____	_____	_____	_____
Option 2: 8x5xNBD	_____	_____	_____	_____	_____	_____
Option 3: 8x5x4	_XXXXXXX_	_____	_____	_____	_XXXXXX_	_XXXXXX_
Option 3: 8x5xNBD	_XXXXXXX_	_____	_____	_____	_XXXXXXX_	_XXXXXX_
Option 4: 8x5	_XXXXXXX_	_____	_XXXXXX_	_XXXXXXX_	_XXXXXXX_	_XXXXXX_

RFP -55401

(NOTE: X's indicate no amounts should be entered in that space.)

Per Installation of Cisco Software (See Appendix A, SOW, I.1): \$_____

Per Installation of Kentrox Software (See Appendix A, SOW, I.1: \$_____

RFP -55401**EQUIPMENT LIST****EXHIBIT VII-B**

<u>Equipment Model</u>	<u>Quantity</u>	<u>Equipment Model</u>	<u>Quantity</u>
Cisco 1538	1	Cisco 1760VPN/K9	8
Cisco 1604	1	Cisco 1760-VPN/K9-A	6
Cisco 1700 Series	271	Cisco 2501CF	1
Cisco 1841	1	Cisco 2610-XM	433
Cisco 2500 Series	356	Cisco 2611-XM	218
Cisco 2600 Series	384	Cisco 2620XM	3
Cisco 2801	54	Cisco 2621-XM	6
Cisco 2811	18	Cisco 2641-XM-2FE-VPN/K9	1
Cisco 2821	1	Cisco 2651X	13
Cisco 2908	3	Cisco 2811-HSEC/K9	6
Cisco 2924	6	Cisco 3640-A	8
Cisco 2950	7	Cisco 3845-HSEC/K9	2
Cisco 3005	2	Cisco 7120-4T1	1
Cisco 3620	23	Cisco 7204VXR	22
Cisco 3640	71	Cisco 7204VXR/225	2
Cisco 3660	3	Cisco 7206VXR	10
Cisco 3661	2	Cisco 7206VXR/400/2FE	4
Cisco 3662	30	Cisco 7206VXR/NPE-400	2
Cisco 3725	17	Cisco AIR-BR1410A-A-K9	6
Cisco 3745	13	Cisco AS5300	1
Cisco 3845	5	Cisco C4003	21
Cisco 3920	1	Cisco C4006	2
Cisco 4000	1	Cisco CSS1501-2PK	5
Cisco 4006	30	Cisco CVPN3005-E/FE	1
Cisco 4500	4	Cisco CVPN3015	1
Cisco 4700	9	Cisco CVPN3015-NR	1
Cisco 5300	3	Cisco CVPN-3030-HA-K9	1
Cisco 5500	4	Cisco CVPN3030-NR	1
Cisco 5505	6	Cisco CVPN3030-RED-BU	2
Cisco 6506	32	Cisco IDS-4230-FE	2
Cisco 6509	19	Cisco IDS-4235-K9	4
Cisco 6513	15	Cisco LDIR	1
Cisco 7120	4	Cisco LDIR-430	12
Cisco 7140	1	Cisco NRS-2FE-DM	3
Cisco 7204	14	Cisco PIX 501E RE	3
Cisco 7206	10	Cisco PIX-515E-FO-BUN	3
Cisco 7305	2	Cisco PIX-515E-FO-FE-BUN	1
Cisco 7325	2	Cisco PIX-515E-UR	1
Cisco 7505	5	Cisco PIX-515E-UR-BUN	2
Cisco 7507	83	Cisco PIX-515E-UR-FE-BUN	3
Cisco 7513	14	Cisco PIX-520	8
Cisco 15454	2	Cisco PIX-520-UR	2
Cisco 1751-VPN/K9	1	Cisco PIX-520-FO	1
Cisco 1760-ADSL	21	Cisco PIX-525-UR	1
		Cisco PIX-525-UR-BUN	15
		Cisco PIX-535-FO-BUN	17

RFP -55401

<u>Equipment Model</u>	<u>Quantity</u>	<u>Equipment Model</u>	<u>Quantity</u>
Cisco PIX-535-UR-BUN	5	Cisco WS-C4003	1
Cisco SHSS10109	1	Cisco WS-C4006-S2	28
Cisco T3/E3	2	Cisco WS-4503	3
Cisco WS-2950-48SI	2	Cisco WS-C4506	18
Cisco WS-2950G-24	1	Cisco C4507R	8
Cisco WS-2950G-48 EI	1	Cisco WS-C5000	3
Cisco WS-6506	1	Cisco WS-C6006	2
Cisco WS-6509	19	Cisco WS-C6506	2
Cisco WS-6513	7	Cisco WS-C6509	22
Cisco WS-C2924-XL-EN	1	Cisco WS-C6513	36
Cisco WS-C2950	1	Kentrox 656	2
Cisco WS-C2950-12	44	Kentrox 680	34
Cisco WS-C2950-24	64	Kentrox 686	3
Cisco WS-C2950-C24	6	Kentrox 1020	32
Cisco WS-C2950-48TS-S	150	Kentrox 2040	484
Cisco WS-C2950G-24-EI	27	Kentrox 2140	3
Cisco WS-C2950G-48	2	Kentrox 15951	7
Cisco WS-C2950G-48 EI	16	Kentrox 78620	7
Cisco WS-C2950SX-24	2	Kentrox 2040-2TM-FR	1
Cisco WS-C2950T-24	314	Kentrox DS656	17
Cisco WS-C2950T-48-SI	61	Kentrox DSMART	4
Cisco WS-C2970G-24TS-E	6	FOU FES12GCF	4
Cisco WS-C3016A	1		
Cisco WS-C3508-XL-EN	1		
Cisco WS-C3524-XL-EN	150		
Cisco WS-C3548-SL-EN	150		
Cisco WS-C3550-12G	4		
Cisco WS-C3550-12T	12		
Cisco WS-C3550-24	150		
Cisco WS-C3550-48	150		
Cisco WS-C3560-48	55		
Cisco WS-C3750-48	55		
Cisco WS-C3920-24	8		

SECTION VIII

PROPOSAL AND BID FORMAT

A. INTRODUCTION

These instructions prescribe the mandatory proposal and bid format and the approach for the development and presentation of bid data. Format instructions must be adhered to, all requirements and questions in the RFP must be responded to, and all requested data must be supplied.

B. FORMAT OF PROPOSALS

All final proposals received by the time and date specified in Section I.E may be opened and acknowledged as having been received at that time. **Cost data shall remain sealed until the evaluation of administrative and technical requirements is completed per Public Contract Code 12101 (b)(2).** Proposals received in which the Cost section is not separately sealed may be rejected. Section I, Section V, Section VI, Section VII, and Section VIII are the sections that require information to be provided by the bidder. Return the Cost Table discussed in Section VII in a separately sealed envelope, along with a soft copy of the Cost Table information in a common format, to accompany the bid response. Manufacturer's Suggested Retail Price Lists (MSRP) are not considered bid prices and are to be submitted with the administrative and technical response portion. Price Lists for the Master may be submitted on a CD (in a common spreadsheet format capable of being opened in Windows XP); however, any pages which include Equipment List (Section VII, Exhibit VII-B) items must be provided in hard copy. **Draft bids shall follow the same format; however, no cost information shall be submitted.**

The preferred proposal format is to return all information in the order in which it appears on the Forms List in Section VIII.I, with a separately sealed envelop containing the Cost Table, **both hard and soft copies.** No other documents containing additional information should be submitted with the possible exception of literature explaining the MSRP.

One (1) master copy and three (3) additional copies of all proposals must be submitted. Four (4) Standard Agreement forms, STD 213, with original signatures are to be submitted with the master copy.

C. COVER LETTER

The Bidder shall prepare, sign and submit a Cover Letter with his/her proposal on the company's letterhead. The letter must have an original signature of a person in the firm who can bind the firm contractually and must include the following statements:

- That the company is in compliance with the requirements of this RFP.
- That the company agrees to the Terms and Conditions of this RFP without change.
- Acknowledgement that information pertaining to the Bidder's business is required and is being reported to the Employment Development Department in accordance with Unemployment Insurance Code Section 1088.8.
- That no changes have been made by the bidder to any language of the RFP.

D. ADMINISTRATIVE RESPONSE

1. Intent to Bid – Bidder shall submit a copy of the Intent to Bid found in Section I, Exhibit I-A. A copy of the signed Confidentiality Statement, found in Section I, Exhibit I-C, shall also be submitted as required in Section V.C.
2. Completed STD 213 – Bidder must submit four signed copies of the Standard Agreement, STD 213, as directed in Part B above. Appendix A contains the State's contract. Deviation from terms and conditions previously approved for this RFP may be cause for rejection of the bid. All copies of the contract must bear the signature of an individual authorized to bind the firm as specified in Section II, Paragraph C.5.e. The Final Proposal must contain an original signature on each of the four copies in the master copy of the proposal.
3. Exhibits A, B & C – A copy of the Statement of Work (Exhibit A), Contract Provisions (Exhibit B) and Additional Provisions (Exhibit C) of Appendix A must be included with the Standard Agreement, STD 213.
4. Secretary of State Certificate – Bidders must submit a copy of their State of California Secretary of State Certificate of Status as required in Section V.I.
5. Contractor History and Customer Reference – The Bidder must submit five (5) Client Customer Reference forms completed by customers who have received bidder's services for the last three (3) years. The reference form is shown as Exhibit VIII-A. **Five (5) and only five**

(5) references will be considered for evaluation. Each reference must be for services comparable to those requested in this RFP and performed by the bidder acting as the prime contractor. The references will be used to determine the bidder's administrative/technical score in the bid evaluation.

6. Payee Data Record – Bidder must submit a signed Payee Data Record as required in Section V.J.4.
7. Certificate of Insurance – Bidder must submit certificates of insurance in accordance with the requirements stated in Section V.P.
8. MSRP – The most recent MSRP list still in effect at the time of draft bid submission shall be provided with the proposal in accordance with part B of this section.
9. Small Business Certification – The completed Small Business Certificate, Exhibit VIII-D, shall be submitted with the final proposal as required in Section V.J.5.
10. Disabled Veteran Business Enterprise Declaration – Bidders must adhere to the requirements of Section V.E and provide appropriate documents to that affect with their final proposal.

E. TECHNICAL RESPONSE

Refer to Section VI for instructions in completing the response to each of the Technical Requirements. The Bidder must provide a response to every mandatory requirement. Failure to respond to a requirement may be cause for rejection of the Bidder's Bid. Bidder's response must include the maintenance plan and technician list required in Section VI, B.1 and 2.

F. COST DATA

For submission with the Final Bid, this information must be submitted in a separate, sealed, and clearly identified envelope or container and must contain any cost information required in the RFP except for the MSRP lists.

G. FORMS LIST

TITLE OF FORM	MANDATORY OR OPTIONAL	WHEN FORM IS TO BE SUBMITTED
Cover Letter	Mandatory	With proposal
Letter of Intent to Bid	Mandatory	See Key Action Dates, Also with proposal
Standard Agreement (STD 213) with Exhibits	Mandatory	With proposal
Certificate of Status from the California Secretary of State	Mandatory (if appropriate)	With proposal
Client Customer References (5)	Mandatory	With proposal
Payee Data Record (STD 204)	Mandatory	With proposal
Certificate of Insurance	Mandatory	With proposal
Manufacturers Suggested Retail Price (MSRP)	Mandatory	With Proposal
Small Business Certification	If Applicable	With proposal
Disabled Veteran Business Enterprise Declaration	Mandatory	With proposal
Section VI, Technical Requirements response with Maintenance Plan and Technician List	Mandatory	With proposal

CONTRACTOR HISTORY AND CLIENT REFERENCE

Contractor (Bidder) Name: _____

(NOTE: Subcontractors must be named if the experience was not performed by the Contractor.)

Address: _____

Street, city, state, postal code

1. The Contractor named above will earn points on their bid according to the items indicated on this form they have provided you. The rating you provide will earn the Contractor additional points (based on a percentage of each item's points) as shown on the reverse. This information is provided to you, the bidder's customer, in order to better understand the effect of rating the Contractor, and hopefully assist you in judging the Contractor's performance. On a scale from one (1) to ten (10), with ten being the highest rating, please rate the referenced Contractor's specific performance, together with overall performance, in scheduling, execution, quality of personnel, coordination, and final result. Your rating will refer directly to the items checked off on the reverse of this form to indicate the Contractor has provided you these services.

(Please *circle and initial* one number only to rate the Contractor's overall performance)

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ 8 _____ 9 _____ 10 _____

2. Client Company Name: _____

3. Client Contact Person Name: _____

4. Address: Street _____

City _____ State _____ Zip _____

5. Phone #: (_____) _____

6. Date of service: _____ through _____

7. Name of Project _____

8. Dollar amount of job/project _____

9. Duration of job/project (months/years) _____

Certification:

I hereby certify that I have made a diligent effort to ascertain the facts with regard to the representations made herein and, to the best of my knowledge and belief all information is accurate.

Client Signature: _____

Printed Title of Person Signing: _____

RFP -55401

REVERSE OF CONTRACTOR HISTORY AND CLIENT REFERENCE

MANDATORY CONTRACTOR EXPERIENCE REQUIREMENTS (60 Points)

(Please circle appropriate answer to each question. Negative responses to mandatory questions may be cause for rejection of the contractor's bid.)

1. During the past three (3) years, did Contractor provide scheduled and unscheduled full service maintenance on two (2) hour or four (4) hour response time basis and four (4) hour repair time 24/7 for at least two (2) years? (15 points) Yes ☐ No ☐
2. During the past three (3) years, did Contractor provide a central dispatch/help desk, manned twenty four (24) hours a day seven (7) days a week, where a field engineer is able to be contacted and with a system capable of performing remote diagnosis and repair, or if repair cannot be performed remotely, a three (3)-hour response and commence repair time? (15 points) Yes ☐ No ☐
3. Did Contractor provide on-site maintenance services rendered by an engineer whose level of expertise includes in-depth specialized training and extensive diagnostic ability? (15 points) Yes ☐ No ☐
4. Did Contractor consistently perform services using well-trained personnel that met the service level specified in the contract? (15 points) Yes ☐ No ☐

DESIRABLE REQUIREMENTS (10 Points Total)

(Please circle appropriate answer to each question.)

1. Did Contractor provide a dedicated liaison Field Engineer skilled in the technical aspects of the equipment and software? (5 points) Yes ☐ No ☐
2. Did Contractor provide personnel of exceptional customer service qualities that are extremely responsive to the customer's needs and very prompt in responding to the customer's requests? (5 points) Yes ☐ No ☐

Note: The rating the customer gives the Contractor on the front of this document will determine the additional number of points for the item. A rating of 5 or 6 will receive an additional 30%; a rating of 7 or 8 will receive an additional 40%; and a rating of 9 or 10 will receive an additional 50%. Example: A customer rating of 8 and a response of "yes" to all of the questions above will yield a score of 98 (70 points plus 40%).

Client Signature

Date

SECTION IX

EVALUATION

A. RECEIPT

Each bid will be date and time marked as it is received and verified that all responses are submitted under an appropriate cover, sealed and properly identified. Bids will remain sealed until the designated time for opening.

B. EVALUATION OF DRAFT BIDS

Draft Proposals will be submitted for review on the date designated in the RFP's Section I, Key Action Dates. Draft Proposals will be reviewed in an attempt to detect administrative or clerical errors and inconsistencies that, if contained in the Final Proposal, may cause the proposal to be rejected. If such errors are found that can be corrected without overhauling the proposal, the bidder will be notified and given an opportunity to correct the indicated errors before Final Proposals are submitted. It is not the intent of the State to review the Draft Proposal at this time for total responsiveness to all the RFP requirements. Following the Draft Proposal evaluation, the State will prepare a schedule to meet with each bidder to discuss items that need clarification and/or any defects found by the State. Prior to the scheduled discussion, the State will prepare a Discussion Agenda itemizing the points to be covered. At the conclusion of the discussion, the State will prepare a Discussion Memorandum documenting the clarified items and agreements as to how the bidder proposes to correct the noted defects.

Note that the Evaluation of Draft Proposals is not an opportunity to make major changes to the bid, but only to correct those errors that could cause the Final Proposal to be deemed non-responsive on a technicality. The State will not be in a position during this review to determine if a defect could be material and cause the Final Proposal to be rejected. **The State makes no warranty that all such errors will be identified during the review of the Draft Proposal or that such errors remaining in the Final Proposal will not cause the proposal to be rejected.**

C. EVALUATION OF FINAL BIDS

RFP -55401

1. Bid Opening and Validation Check

All proposals received by the time and date specified herein under Key Action Dates will be opened and acknowledged as having been received at that time. The proposals will be checked for the presence of proper identification and the required information in conformance with the bid submittal requirements of this RFP. Absence of required information may deem the proposal non-responsive and may be cause for rejection. **Unsealed proposals will be rejected.**

2. Validation Against Requirements

The State will check each proposal in detail to determine its compliance to the RFP requirements. Terms and conditions which do not comply in substance with all material requirements of the RFP, which are contrary to the best interests of the State, or which are in opposition to State policy will not be accepted and may cause rejection of the proposal. If a proposal fails to meet an RFP requirement, the State will determine if the deviation is material. A material deviation will be cause for rejection of the proposal. An immaterial deviation will be examined to determine if the deviation will be accepted. If accepted, the proposal will be processed as if no deviation had occurred. Each bid must be deemed responsive and offered by a responsible bidder to be considered. Being responsive and responsible are considered PASS/FAIL requirements.

3. Cost Analysis

The required cost forms and schedules will be checked for mathematical accuracy. Errors and inconsistencies will be dealt with according to procedures contained in Section II, paragraph C.7.c., Errors in the Final Bid. Adjustments will be made for the purpose of evaluation in accordance with procedures described in Section VII, COST. Only those cost adjustments will be made for which a procedure is described in this RFP. For the purposes of this RFP, all items listed in the Cost Sheets are major items.

4. Customer Reference Evaluation

If not already performed in the evaluation of the Draft Bid, all customers on the required Customer References (and any other customers the State may select) will be contacted to verify references. References must be for work performed on a continuing basis for the last three years.

5. Selection

Final selection will be on the basis of best overall value to the State among the proposals that are responsive to the RFP requirements. Responsiveness is comprised of meeting the technical and administrative requirements, conforming to the Rules Governing Competition in Section II of the RFP, and achieving a satisfactory technical rating. The State reserves the right at any time to reject any or all proposals.

6. Confidentiality

The Bidder should be aware that any portion of a final proposal marked by the respondent as "CONFIDENTIAL", "PROPRIETARY" or "TRADE SECRET" will be returned to the bidder and cause the entire submission to not be evaluated and to be deemed non-responsive.

7. Evaluation Criteria

For evaluation purposes, certain requirements in Section VII and VIII have been designated as scoreable requirements and will be scored in accordance with the criteria contained herein. The remainder of the requirements in Section V and those in Section VI are mandatory and are non-scoreable and, therefore, achieve no points. A material deviation on a mandatory requirement whether or not it is scoreable may result in disqualification of the bid.

8. Evaluation Scoring

Only bids meeting all technical, cost and administrative requirements of the RFP will be scored.

a. Technical Requirements

Responses to the technical requirements included in Section VI will be evaluated on a "pass/fail" basis. Failure to respond to or to pass a technical requirement will be considered a material deviation and will be cause for rejection of a proposal.

b. Client References

A Client Reference Score is applied to each bidder in accordance with the process described in Section VIII, Exhibit VIII-A. An

RFP -55401

Adjusted Client Reference Score is calculated by establishing a baseline for all bidders. The baseline is the average score of all bidders unless the highest Client Reference Score is at least fifteen percent (15%) more than the next highest Client Reference Score, in which case the highest Client Reference Score will not be calculated in the baseline. Each bidder's score will be divided by the baseline to derive the Adjusted Client Reference Score. The Adjusted Client Reference Score will be multiplied by the weight factor of 300 to determine the Weighted Client Reference Score.

Client Reference Score Example:

Vendor	Client Reference Score	Adjusted Client Reference Baseline	Adjusted Client Reference Score using Adjusted Baseline	Weighted Client Reference Score
A	390	441.5	0.883	265
B	525	441.5	1.189	357
C	455	441.5	1.031	309
D	487.5	441.5	1.104	331
E	350	441.5	0.793	238

Note: Vendor B's Client Reference Score Total (525) is not at least fifteen percent (15%) more than the next highest Client Reference Score (487.5) so all Client Reference Scores were used to determine the baseline ($487.5 + 15\% = 560.63$).

c. Cost

The Cost Score is calculated by establishing a point value for each discount and service rate bid. The bid that will result in the lowest net cost to the State will receive the highest point value for each category. The other bids will be allotted their respective proportional share of the point value. The formula for establishing proportional scores will be as follows:

$$\frac{\text{Bidder's Total Discount or Rate}}{\text{Highest Discount or Lowest Rate}} \times \text{Point Value} = \text{Points Awarded}$$

The point value is established as follows:

- o Each discount (total of eight) is allotted a maximum point value of 75.

RFP -55401

- Each Kentrox cost and (regular) hourly rate cost is allotted a maximum value of 20 points.
- Each off-hour, State holiday, weekend and software installation rate is allotted a maximum value of 12 points.
- Each mileage and travel rate is allotted a maximum value of 15 points.

The table below provides an example of scoring for one discount:

A	B	C	D
Bidder Number	Bidder's Discount for Option 1 - Cisco	Highest Discount for Single Bidder	Points Awarded (Column B/C) X 75
1	30%	45%	50
2	40%	45%	67
3	45%	45%	75
4	20%	45%	33
5	25%	45%	42

All awarded points for each bidder for all categories shall be added to obtain the total cost score. A total of 758 cost points will be available.

The Adjusted Cost Score is calculated by establishing a baseline for all bidders. The baseline is the average awarded cost points of all bids unless the highest is at least fifteen percent (15%) higher than the next highest cost point award, in which case the highest cost point award will not be used in calculating the baseline. The bidder's awarded cost points will be divided by the Adjusted Cost Baseline to derive the Adjusted Cost Score. The Adjusted Cost Score will be multiplied by the weight factor of 700 to derive the Weighted Cost Score.

Cost Score Example:

Vendor	Cost	Adjusted Cost Baseline	Adjusted Cost Score using Adjusted Baseline	Weighted Cost Score
A	640	650	0.985	690
B	682	650	1.049	734
C	758	650	1.166	816

RFP -55401

D	568	650	0.873	611
E	600	650	0.923	656

Note: The highest cost point award from Bidder C is not 15% higher than the next highest award from Bidder B ($682 \times 1.15 = 784$); therefore, all scores are included in the calculation for the baseline amount to establish a baseline of 650.

d. Final Scores

Final Scores are calculated by adding the Weighted Client Reference Score to the Weighted Cost Score. Scores more than fifteen percent (15%) below the average Final Score will not be considered for award.

Vendor	Weighted Client Reference Score	Weighted Cost Score	FINAL SCORE	AVERAGE FINAL SCORE	SCORES ELIGIBLE FOR AWARD
A	265	690	955	1001	YES
B	357	734	1091	1001	YES
C	309	816	1125	1001	YES
D	331	611	942	1001	YES
E	238	656	894	1001	YES

The Average Final Score is 1001 and the Average Final Score less 15% is 851. All bidders indicated would be eligible for award provided they meet all other requirements of the RFP.

9. Disabled Veteran Business Enterprise (DVBE) Incentive Use

The DVBE Incentive is based on the minimum points allowed from the mandatory scorable requirements of this RFP. The following scale correlates the Bidder's confirmed DVBE participation to the incentive points offered, for a maximum point value of 50. **NOTE: The State has a DVBE goal of three percent (3%). If the Bidder Declaration shows participation of less than 3%, a Good Faith Effort must be documented.**

DVBE POINT SCALE	
Confirmed DVBE Participation of:	DVBE Incentive:
Over 3%	50 points

RFP -55401

3%	40 points
2% up to 3%	30 points
1% up to 2%	20 points

10. Small Business Preference Points

For the purposes of this RFP, the small business preference is applied to the total points scored during the evaluation and shall be computed as follows: if a large business has earned the highest point count, a preference equal to 5% of that total point score shall be computed and shall constitute the small business preference points, per Government Code Section 14838.b.2. The preference points shall be added to the total points of all responsive California Certified Small Business bidders.